**Agency Admin Meeting**

July 19, 2019

1:00 - 2:30PM

LC Rm 254

**Attendees:**  Melissa Coloma, Lisë Stuart, Vanessa Moya, Danielle Bautista, Amanda Borta, Bob Cerince, Teresa Roark, Marie Hickman, Katie Craven, Mike Fleck, Eva Savage, Katie Patt, Mike Yoshioka, Foster Martinez, Alyssa Hoekman, Carrie Copeland, Cindy Perry, Mirtha Strugo, Joshua Muller, Madi Fetzer, Daphne Weller, Shannon Smyth, Marcia Ledbetter, Sandy Schroeder, Sarah Finger, Chris Pickering, Melinda Zugelder, Cara Ashworth, Ernie Lackey, Maria Cortez, Jamie Toth, Leonie Daniels, Sonya Spencer, Reagan Marcroft-Clark, Kayla Pollard, Mona Bronson, Tami Kinman

* **Sign in/Introductions**
	+ Reminder- if you can’t attend, send another user from your agency!
* **ESG CAPER/CoC APR report**
	+ Lots of errors and questions about the ESG-CAPER this month. An email was sent out on how to fix errors. Instructions posted on the website under the Agency Admin page
	+ ESG-CAPER/CoC-APR should be run every week to identify and fix errors
	+ When running your CAPER/APR make sure you are clicking all these Entry/Exit Types Basic, HUD, RHY and VA. This will capture if a user used the incorrect type for your project.



* **Client Photos**
	+ The only photo that is acceptable is the client photo. All other photos will be deleted.
	+ LC will be running a report and delete out all other photos.
* **ServicePoint Implementation/Updates**
	+ **Go LIVE**
		- October 1st
		- No PKI will be used with new implementation, which means we will be closely monitoring system use. If users need access to the system on nights or weekends, then it will be indicated on their new user agreement.
		- Refresher training will be required for all WellSky Community Services (ServicePoint) users before GO LIVE. There are six 2-hour sessions available. Users must attend to have access to our new system on October 1st.
		- All user passwords will be reset Oct 1st
	+ **Boot Camp updates**
		- New log-in screen will be coming soon. That will be the moment we transform from ServicePoint to Community Services.
		- The new ShelterPoint is about ready to roll out. This will be available in our test site at some point in Oct-Dec and should be ready to load into the live site Jan-April. Will do a demo at September or October meeting.
		- Cool tools are coming
			* Mobile use, alerts in various forms, e-signatures, ability to print out intake forms with signatures included, Client Portal.
* **HMIS Policies & Procedures and HMIS Agency & User Forms**
	+ **These forms are not final. They don’t have a date at the bottom. Will next accept any of these forms if returned.**
		- Agency Provider Agreement - Executive Directors will be receiving these soon. Your agency will not have access until those are received
		- Agency Admin Agreement – All agency admin will need to sign the agreement before Oct 1st. See attached document
		- User Agreement – all users will need to sign a new user agreement. Please make sure you are assigning users to the appropriate ServicePoint role. See attached document
	+ Final copies will be given at next meeting with a timeline on when they need to be returned.
	+ Uses will not have access to the system Oct 1st if the required agreements have not been received.
* **Privacy Policy**
	+ ROI
		- The ROI feature will be turned off and all ROIs will be cleared from the system. Users no long have to collect a signed ROI and track it in the system.
	+ Privacy Notice
		- There will be a privacy notice you are required to hand to client when requested.
	+ Privacy Sign
		- New signs need to be posted
			* This sign will replace the current Notice to Clients of Uses & Disclosure that should be hanging up at your agency
		- These will be printed out in English/Spanish and handed out at next meeting
	+ Privacy Script
		- Agency Admins did a group activity to create a script. The script will be presented to the Lived Experience Advisory Group for User Engagement workgroup for feedback. The script will be read to every client at program entry. If the client does not wish to have their data viewable the clients SP ID will be given to the Agency Admin to follow the appropriate steps of locking down visibility

In order to best assist you, we use a database to manage our services.  Your information is visible to a limited number of Lane County social service providers and protected using the highest standards.  Law enforcement and DHS have no access to this system. Allowing your information to be viewed allows us to better serve you.  You’ll have improved access to services such as basic needs, employment and housing.  This information will help us understand community needs and is used to advocate for funding.  If you have any questions or would like a copy of the Privacy Notice, let me know. Are you ready to get started?

* Next Meeting
	+ - **VERY IMPORTANT** **August 22nd 12-2 Lunch will be provided** Agency admin or someone else from the agency must attend. Please let Melissa know if there is a conflict. We will be talking about workflows, timelines, trainings and handing out final copies of forms that need to be signed.