

San Francisco ONE System

Agency Lead Meeting

April 26, 2021



TODAY'S AGENDA

- **Welcome**
- **Housing Standardization Update**
- **New User Requests**
- **Training Matrix**
- **ROIs**
- **Office Hour for TA**
- **Announcements**

Welcome

How do you keep yourself centered (or re-center) during periods of high stress?

Please share name, pronouns, and agency when responding.

Housing Standardization Update

Housing Standardization Update

Since December 2020:

65 programs and their staff have been onboarded and trained

~71% (46/65) are actively using the ONE System

Technical assistance is available. Please connect with us - onesf-admin@bitfocus.com - to request support

New User Requests

New User Requests

Please be sure to have new staff enter the county they are using the system - i.e. San Francisco

New User Requests - Care Coordinators

When requesting accounts for new Care Coordinators, please request the Access Partner access role.

Care Coordinator will retain the ability to complete the functions listed below:

- Search for clients;
- Create new client profiles if a client isn't already in the ONE System;
- Upload ROIs to the ONE System
- Update client profiles with demographic information.

We are also asking all Care Coordinators to upload the following documents into the ONE System for all clients:

- Most recent income verification
- State Issued ID (passport, consular ID, or CA State ID/Driver's License)
- Social Security Card (if applicable)
- San Francisco Homeless Response System Background Check Form

New User Requests - Care Coordinators

If you would like a refresher on how to upload documents securely, please review the ONE System Training Video.

Again, Safe Sleep and Shelter in Place Care Coordinators should **NOT**:

- Offer Problem Solving services;
- Conduct Problem Solving Screenings and primary assessments; or
- Enroll any guests into Coordinated Entry.

If you have any questions, please connect with your CCC Program Manager directly.

Training Matrix

Training Matrix

Outlines which trainings are required for each workflow

Can be found at onesf.bitfocus.com in New End User

The following combinations of trainings need to be completed prior to requesting your ONE System User account. Recorded trainings are available on onesf.bitfocus.com. Contact onesf@bitfocus.com for support.

[illegible]

ROIs

ROIs


Client searches will yield a 'Missing' notification for individuals lacking ROI.

Additionally, a Compliance Warning ribbon will appear across the screen of any client record that has an expired ROI form or an ROI form that is about to expire.

SEARCH FOR A CLIENT ADD CLIENT +

SEARCH

Use full name, partial name, date of birth or any combination.

| | Date of Birth | Last Four SSN | Last Updated | ROI |
|--|---------------|---------------|--------------|----------------------|
|  Susie Sunshine (Alias: SusSunny) | 02/18/1992 | Age: 29 9484 | 03/19/2021 | Missing |

Susie Sunshine

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS



Andrea Bañas,
AB Testy Tester



SEARCH CASELOAD

⚠ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.

MANAGE

ROIs

Access the Release of Information Screen by either selecting the Manage link within the Compliance Ribbon or by clicking the Shield icon on the client profile screen and selecting Add Release of Information. Users need to complete and sign new ROIs with clients when it is missing, expired or about to expire and upload under client files.

Susie Sunshine

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Andrea Bañas,
AB Testy Tester ▾



SEARCH ≡ CASELOAD

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MANAGE

ROIs

Remember -

- Forms available in the San Francisco threshold languages and are on the support site.
- The form is available here at the ONE SF website and you can also request them from your HSH Program Manager.
- Client's cannot electronically sign the forms within the ONE system at this time, we are working on this.
- Client records can still be opened if the client signs the HRS ROI but not the HSA ROI
- Staff working with clients currently in the ONE system should have them sign the new forms or the staff can fill out the section stating why the client refused to sign
- Staff working with the following groups should have ROIs signed or confirmed active:
 - Clients active in Coordinated Entry Housing Navigation or Stabilization Services
 - Clients in the process of requesting a transfer
 - Clients who are in the recertification process or having other agency releases updated.

Office Hour for TA

Office Hour for TA

Office hour will be tomorrow, April 27, from 2-3 PM.

Additional office hours will be held every month on the fourth Tuesday from 2-3 PM.

Please forward office hour information to anyone who may need assistance.

Please note: not a training!

Announcements

Announcements

New job posting - Senior Administrative Analyst (1823): Multiple Positions for COVID Command Center. Please [visit here](#) to learn more about the available positions

Helpful Resources

ONESF Help Center Website

onesf.bitfocus.com

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

Thank You From Your SF Team!



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**Sara Hoffman
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