



## San Francisco ONE System News, August 2022

Welcome to the August 2022 edition of the ONE System newsletter.

**In this edition you'll find the following:**

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- Unit Level Inventory (ULI) Updates
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- Bitfocus is Hiring!



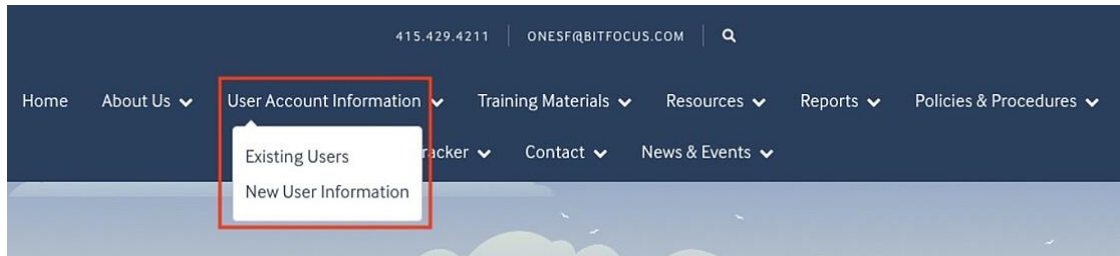
News

## San Francisco ONE System Website – Home Page, User Account Information

We are excited to provide you with continued updates to the [ONE SF Support Site!](#) Information regarding New and Existing User Accounts are available

under the **User Account Information Tab** on the ONE SF Support Site.

Instructions for New Users such as trainings, and new user request processes can be found under the **[New User Information](#)** folder. This page gives step-by-step directions both for new users to prepare to access the ONE and for Agency Leads to request accounts.



The **[Existing Users](#)** folder will help guide Agency Leads on how to request an update to a user's Access Role, in addition to Frequently Asked Questions that may arise around trainings for ONE System Users. The FAQ Course is also available to all users at any time.

Both pages on the website include the **[Summary of Access Roles](#)** document that gives detailed descriptions of each Access Role and what they can do in the system. You will also find the **[ONE System Training Requirement Matrix](#)** available for Agency Leads to reference before making a request to ensure all trainings are completed prior to a request.

We will continue to make updates to the website, so check back regularly to see updates and new information. If you have questions, please feel free to **[contact](#)** the Bitfocus Team, and don't forget you can always live chat with the Bitfocus Help Desk by selecting the chat icon on the website!



## Updates

### ONE System: August 2022 Feature Updates

Updated: Updated "Housing Move-In Date" Warning Banner and HoH Logic

**Overview:** Previously, the ONE system showed a warning banner when any household member's Move-in date was outside the enrollment date and the exit date for any household member. Now, this warning banner will only show when Heads of Household's move-in dates are outside of that window. We know that sometimes family members will move in at different times, so this may better reflect the realities in the programs.

The banner will be displayed for all household members in the enrollment (not just the Head of Household.) This way, you can see the issue when looking at any member of the household.

[Continue reading](#)



## Report Spotlight

### Report Spotlight: [DQXX-102] Program Data Review

This report pulls in information from enrollments and exits.

The report provides:

- A list of client enrollments
- Their time in the program
- Highlights data quality problems

All users can run the report. Some of the data in the report may be limited based on your access role. The report can be found in the Data Quality section of the Report Library.

[Get the details!](#)



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## Unit Level Inventory (ULI) Updates

There are exciting updates for the Unit Level Inventory (ULI) in the upcoming months! Phase Two will be launching in Fall 2022 with housing programs that receive referrals via the Housing Access Team. We are currently working with housing providers to match clients to existing units in the ONE System to ensure the functionality of the Unit Level Inventory. The following providers are working with the Department of Homelessness and Housing (HSH) in Phase Two:

- Abode Services
- Community Forward SF
- Conard House
- Episcopal Community Services (ECS)
- Mary Elizabeth Inn
- Tenderloin Housing Clinic

The Unit Level Inventory is expected to go live in early 2023, so be on the lookout for announcements and upcoming trainings.



## Upcoming Events

### Office Hours

September 27 @ 2 p.m., Register | [HERE](#)

#### What Are "Office Hours?"

We know that lots of issues and questions can arise when using ONE System. Office Hours are a great opportunity to get your questions answered, see demos of anything you can't figure out or can't remember how to do, find out how to fix things that might have gotten messed up, and participate in discussions with other users around solutions to common challenges.

#### ONE System and Looker Office Hours

- Ongoing support
- Space to ask general questions

- Receive assistance on questions you may have about a Looker-related report or a report you want to create
- Other questions as they arise

### Where Are Office Hours Held?

**ONE System and Looker Office Hours** are conducted from the comfort of your own office! Each Office Hours session is hosted online by your San Francisco ONE System System Administration team. You can connect using your computer (recommended so that you can see demos and post questions) by registering using the link above.

### Do I have to stay for the whole session?

Nope! You are welcome to drop in, ask your question, and leave when you get your answer. Of course, you are also welcome to stay for the whole thing and offer your own insight into the questions of others.



## Announcements

### Bitfocus is Hiring!

Check out great career opportunities [here](#) as Bitfocus seeks to expand its reach!

**We're Hiring!**

Questions? Your ONE System Administrator  
is happy to help.

Phone: 415.429.4211

Email: [onesf@bitfocus.com](mailto:onesf@bitfocus.com)



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