



San Francisco ONE System News, December 2022

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

In this edition you'll find the following:

- Season's Greetings
- Preparing for the Point-in-Time Count on 1/26/23
- Report Spotlight: Review Your Data for the Point-in-Time Count
- Resource Highlight: FAQ Page
- Upcoming Events



News

Season's Greetings

As this year comes to an end, we want to thank you all for the amazing work you have done over the past year. There is so much gratitude for all the collaboration and dedication you all have shown, and we are excited to continue the momentum as we begin the New Year in 2023!

The Bitfocus ONE System team will be on holiday from December 26, 2022 - January 2, 2023.

Limited Help Desk staff will be available by email only Tuesday 12/27 - Friday 12/30 at onesf@bitfocus.com, so expect a more delayed response time than usual. No phone or chat support will be available this week. Help Desk support will not be available on Monday 12/26, but please don't hesitate to reach out to them if you need any general support and they will get back to you as soon as they are able to!

We'll be back to business as usual in the New Year on Tuesday, January 3rd. May you have a safe and wonderful holiday season!



Updates

Preparing for the Point-in-Time Count

This year, San Francisco PIT Count will occur on January 23, 2023 (sheltered counts). Community support will be key to collecting accurate and timely data on homelessness.

Sheltered PIT/HIC Count:

It is critical that all emergency shelter, safe haven, and transitional housing projects in the ONE System reflect accurate enrollments, exits, and night-by-night services for the tentative date to be announced in January 2023 night as part of this annual count of households experiencing homelessness in San Francisco.

[Continue reading](#)



Spotlight

Report Spotlight

Review Your Data for the Point-in-Time Count

San Francisco's sheltered Point-in-Time Count will occur in January 2023. This means that you will need to make sure your shelter, transitional housing, and/or permanent housing program has complete and up-to-date data, and make sure it's entered accurately into the ONE System. To check your data, please run the following reports as soon as possible enrollments, exits, and services are entered.

Get the details!



How-to

Resource Highlight


Have you visited the [Clarity Human Services Help Center](#) before? This site includes answers to many general questions you may run into as you are entering client or program data into the ONE System. These questions are also searchable, so you can easily search by keyword to see if any of your general questions are answered here. Check it out!


Hello. How can we help?

🔍 Search for answers

 **2022 Data Standards**
 Details on the changes included in the 2022 Data Standards, plus downloadable HMIS Sample Forms.

 **Clarity Human Services: INVENTORY**
 Learn how to manage your physical housing inventory directly from Clarity Human Services.

 **News and Announcements**
 Feature updates, new and recently updated Help Center content, and other announcements.

 **COVID-19 Resources**
 Strategies for using HMIS during the COVID-19 crisis and resources for FEMA's Non-Congregate Sheltering (NCS) Program.

 **Coordinated Entry**
 Resources for implementing Coordinated Entry in Clarity Human Services.

 **HUD and Federal Partner Resources**
 Data collection tools, links, and guidance from HUD and Bifocus for configuring federally funded programs in Clarity Human Services.

Continue reading



Upcoming Events

Check out these upcoming meetings and events!

2023 SF Monthly Agency Leads Meeting

The Navigation Center Office Hours are specific to Bayview Navigation Staff Only.

When: January 23, 2023

Time: 10:30-11:30 a.m.

Register | [HERE](#)

SF ONE System Virtual Office Hours

When: January 24, 2023

Time: 2-3 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 HMIS and Looker Office hours provide opportunities for:

- 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 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.

**Questions? Your ONE System Administrator
is happy to help.**

Phone: 415.429.4211
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