



## San Francisco ONE System News, February 2022

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

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

- HIC Data Clean-Up Reminder
- Annual Survey
- Updating ROIs
- Using the Bitfocus Help Desk
- Report Spotlight: [DQXX-122] Duplicate Assessment
- Upcoming Events



## Announcements

## HIC Data Clean-Up Reminder

San Francisco's Homeless Point-in-Time (PIT) Count and Housing Inventory Count (HIC) will be taking place on the night of **February 23, 2022**. To ensure an accurate count, please make sure that all program rosters are up to date on the night of HIC/PIT by **March 4, 2022**. It is critical that all emergency shelter, safe haven, permanent housing, rapid rehousing and transitional housing projects in the ONE System reflect accurate enrollments, exits, and night-by-night services for the February 23-24 period as part of this annual count of homeless households in San Francisco.

**Please ensure that all clients served by your programs on the date of the PIT/HIC - February 23-24 - are accurately represented in the ONE System.**

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## Annual Survey

We hope that you have seen the annual ONE System survey! This is your chance to share your thoughts and perspectives about the ONE System, ONE System training, and other ONE System resources.

The survey is completely optional, but we hope that you will take 10 minutes to complete it. It's also anonymous, no one will be able to connect your responses to you or your agency.

**You input is valuable - we look forward to hearing your thoughts!**

[Click here to take the survey.](#)

## Updating ROIs

We received quite a few inquiries to our help desk from the community on the process to follow when you note that a client has an expired, or is missing their,

Release of Information.

If you are unsure if this is the case for your client, there are two indicators you can check.

[Check out the details.](#)

## Using the Bitfocus Help Desk

Have a ONE System question or have you run into an issue you can't solve? Here's where to turn!

The Help Desk is available between 5 a.m. to 5 p.m. PST, Monday through Friday and can be reached several ways:

- **Email:** [onesf@bitfocus.com](mailto:onesf@bitfocus.com)
- **Call:** 415-429-4211
- **Chat with Helpdesk:** Click the "Help" button in the ONE System or on the OneSF support site.

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## Report Spotlight

### [DQXX-122] Duplicate Assessments Report

Worried there are multiple assessments for your client or looking to manage your team's assessment work? This assessment-based report identifies those

clients with more than one of the same assessment.

[Check out the details.](#)



## Upcoming Events

**General Office Hours:** March 22, 2-3 p.m.

Join us here - <https://bitfocus.zoom.us/j/97952799994>

**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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