Bitfocus

San Francisco ONE System News, February 2023

Welcome to the February 2023 edition of the ONE System newsletter.

In this edition you'll find the following:

- 2023 Housing Inventory Count
- Spotlight: Client History Tab
- ONE System Toolbox: Data Quality Edition
- Report Spotlight: Program Data Review
- Upcoming Events

News

2023 Housing Inventory Count

The Housing Inventory Count (HIC) reports on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

- Bed/unit capacity

- Federal funding source
- HMIS participation
- Location (geocode and address)
- Other project details
- Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

Please note that we are reviewing the Utilization Data Quality. This means that we will be following up with Agency Leads who have programs that are ES, RRH, PSH, TH, and Safe Haven. You should have received an email if you had programs at your agency that have either low or high Utilization. Utilization is an indicator of whether shelter beds are occupied on a particular night or over a period of time. Please be sure and review these emails and provide feedback. Otherwise please be sure and update client exits dates and/or Housing Move-in Dates accordingly.

Any questions that you have can be directed to the San Francisco System Administration Team at **onesf-admin@bitfocus.com** or by contacting the Help Desk at **onesf@bitfocus.com**.

Spotlight

Client History Tab

Whether you are conducting a coordinated entry assessment with a client or getting ready to enroll a client into your program, reviewing your client's History tab before entering data is a habit that can help you and your clients better navigate the system.

What are all these icons and colors?

The History tab is located next to the Profile tab and shows all housing assessments, referrals, program enrollments, and services that have been entered for the client. The screen also shows start and end dates, and additional icons indicating additional information, such as whether enrollment was linked to a referral and/or whether a service has a note or dollar amount attached.

Depending on your access permissions, hovering near the left side of an item will display an "edit" link that allows you to open an item on the list and view its contents. Additionally, each category displays in a specific color to help you efficiently locate what you're looking for:

- **Assessments = GREEN**

- **Referrals = BLUE**

- **Program Enrollments = TAN**

- **Services = WHITE**

- **Coordinated Entry Events = PEACH**

What IS the story being told?

Once you are in the habit of reviewing the History tab, you'll start to see the picture of how your client has been served by your agency and by other agencies in the community. In the example below, client Brian Test received an Adult Primary CE Assessment on July 17 at Bayview Access Point. Staff at Bayview also documented some services provided to Brian the next day and referred him to the esteemed program at Fake Emergency Shelter. While Brian was staying in shelter, Bayview staff also referred him to a Shelter Plus Care program, but sadly, that referral was denied. At that point he was referred to the Community Queue where he will wait for another housing referral.

While the example above is not real, this story is similar to what you might see on the History tab for one of your clients. Some client History tabs display a complicated history of referrals and enrollments, while others are new to HMIS and may not yet have anything under their History tab.

For more in-depth information, check our Help Center article *The History Tab.*

Spotlight

ONE System Toolbox: Data Quality Edition

Data Quality Matters

We talk about data quality frequently because it is the most essential, and often the most difficult, part of managing client data. The reality is that the time, energy, and resources we invest in collecting, entering, and reporting client data would be of little use if the data were not complete, up-to-date, accurate, and consistent. While we recognize that clients may not want to share some or all the data that we are required to collect, we can strive to present the ONE

system and the data collection process accurately, facilitating client confidence. When clients provide information about themselves, it is essential that we make sure it is recorded completely and accurately.

Key Components of Data Quality

One way to view data quality is to break it up into the following key components:

- **Completeness** - This element indicates that the data be as close to 100% complete as possible, without partial or missing data (e.g. partial date of birth).
    - Universal Data Elements include:
        - Name, Social Security Number, Date of Birth, Race, Ethnicity, Gender, Veteran Status, Disabling Condition, Project Start Date, Project Exit Date, Destination, Relationship to Head of Household, Client Location, Housing Move-in Date, and Prior Living Situation.

- **Timeliness** - If data is not entered into the ONE System shortly after it is known, then there is likely an increase in the potential for inaccuracies or errors in the data once it is in the ONE System.
- **Accuracy** - This element is evident when the data in the ONE System reflects the actual characteristics and experiences of clients. Inaccurate data significantly limits the ability of HMIS to serve as a tool in the community's efforts to reduce homelessness.
- **Consistency** - This means the degree to which the data is collected and stored in a uniform manner, across all users of the ONE System

Managing for Data Quality

To improve your data quality, as well as the data quality of your program and agency, review your data regularly - at least once per month. These reports will help you monitor data quality:

- [DQXX-102] Program Data Review - see below for report spotlight on this!
- [DQXX-103] Monthly Staff Report
- [GNRL-220] Program Details Report
- [HUDX-225] HMIS Data Quality Report

Report Spotlight

[DQXX-102] Program Data Review

This is a program enrollment-based report utilizing information from both the enrollment screen and, if applicable, the exit screen. The report provides a list of client enrollments, and their time in the program and highlights data quality problems. All users can run the report. There are restrictions for which information can be accessed based on the rights of the user. The report can be found in the Data Quality section of the Report Library.

To run the [DQXX-102] Program Data Review:

1. Log into the ONE System and navigate to the **Report Library** (Reports under the **Launcher** menu in the upper right corner)
2. Locate **[DQXX-102] Program Data Review** under the **Data Quality Reports** section
3. Choose the Program you wish to include in the report.
4. **Choose the Client Status to include in the report**
5. Choose the report format (Web Page recommended)
6. Click SUBMIT

Report Details

Information for this report pulls from the Program Enrollment screen and the Program Exit screen based on the parameters responses.

In the event a client enrollment includes a data entry error, the client will be displayed in red. The count in the **Missing Entry Data** and **Missing Exit Data** columns indicates the number of errors on the screens.

Upcoming Events

Check out these upcoming meetings and events!

2023 SF Monthly Agency Leads Meeting

When: Monday, March 27, 2023

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

Register | **HERE**

SF ONE System Virtual Office Hours

When: Tuesday, March 28, 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.

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