Bitfocus

San Francisco ONE System News, January 2023

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

In this edition you'll find the following:

- LSA Report Update!
- Updated Paper Forms Available
- Report Spotlight: HMIS Data Quality Report
- Resource Highlight
- Upcoming Events

News

The LSA Report is Done: Thank You!

The Longitudinal System Analysis, better known as the LSA, is finally done, and submitted to HUD! Thank you to those of you for your hard work with the data cleanup. We really appreciate your time doing this and your prompt responses to us. We enjoyed getting to work with you.

As a recap, the LSA is an annual report produced by Continuum of Care's (CoC) Homeless Management Information System (HMIS) and provides HUD and the CoC with critical information about how people experiencing homelessness use their system of care. The LSA is essentially a massive export of information and includes:

- Demographic data such as age, race, gender, veteran status, etc.
- Length of time homeless and patterns of system use
- Information on special populations, such as veterans and people/households experiencing chronic homelessness
- Housing outcomes for those who exit the homeless services system

The LSA also provides information about patterns of system use prior to exit, destination types, and, for those who were served again later by continuum projects, lengths of time between exit and re-engagement or returns to homelessness.

Updates

Updated Paper Forms Available

We are happy to provide you with hard copies of Intake forms that are now available on the **ONE System Support site**. The ONE System Team and Bitfocus have worked closely to provide updated forms that reflect each program's data standards. You will find updated forms for the following:

- Standard Intake - this form covers the majority of housing programs
- Minimum Program Intake - this form covers special programs, such as the Fiscal Agent Problem Solving Program
- Veteran Program Intake
- HFFS (Housing First for Homeless Families) Program Intake
- Youth Program Intake

Forms are accessible to you at any time to print for your program needs.

Spotlight

Report Spotlight: HMIS Data Quality Report

The [HUDX-225] HMIS Data Quality Report is a HUD report that reviews data quality across a number of HMIS data elements. An overview of the report is provided. Please refer to the **HMIS Reporting Terminology Glossary** for the complete programming specifications. Where necessary, key definitions from the **HMIS Data Dictionary** have been included.

The report is found in the HUD section of the Report Library. There is also an Admin version available in the Administrator section.

Q5. Chronic Homeless

Program Applicability: ES, SH, Street Outreach, TH & PH(All)

Starting into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate Date started (3.9.17.3) DK/R/missing	Number of times (3.9.17.4) DK/R/missing	Number of months (3.9.17.5) DK/R/missing	% of records unable to calculate
ES, SH, Street Outreach	10			1	1	1	10%
TH	6	0	0	0	0	0	0%
PH (all)	9	0	0	0	0	0	0%
Total	25						4%

Q6. Timeliness

Program Applicability: All Projects

Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
0 days	14	6
1-3 days	3	0
4-6 days	1	0
7-10 days	2	0
11+ days	10	2

Q7. Inactive Records: Street Outreach and Emergency Shelter

Program Applicability: Street Outreach & ES-Night By Night

Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES-NbN)	2	2	100%
Bed Night (All clients in ES-NbN)	0	0	0%

Drilldown Functionality

Drilldown functionality is available for each section of the report and contains a list of clients with Unique Identifier, Client Name, SSN, Date of Birth, Program, Start Date, End Date, and Assigned Staff.
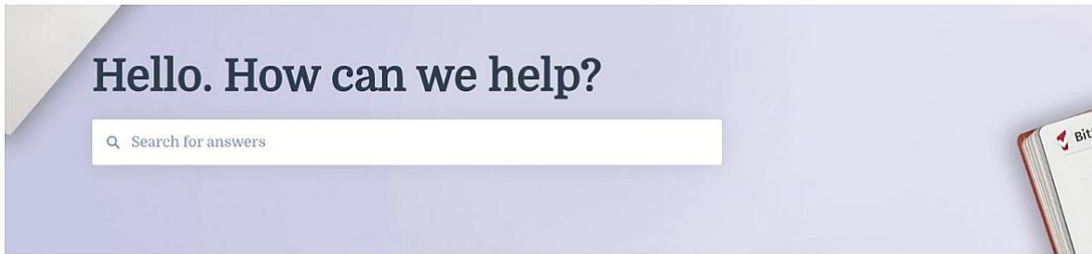

How-to

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!

Remember that you also have the support of our entire Help Desk team behind you! They are available Monday - Friday 5am-5pm to provide technical support with the ONE System, They exist to help you troubleshoot any issues you may be having or provide answers to any questions you might have about the ONE System. Please don't hesitate to reach out for support - we are here for you!

There are multiple convenient ways to contact the Help Desk:

- Call: 415.429.4211
- Email: **onesf@bitfocus.com**
- Chat directly from the website or your ONE System account

Chat from the Website:
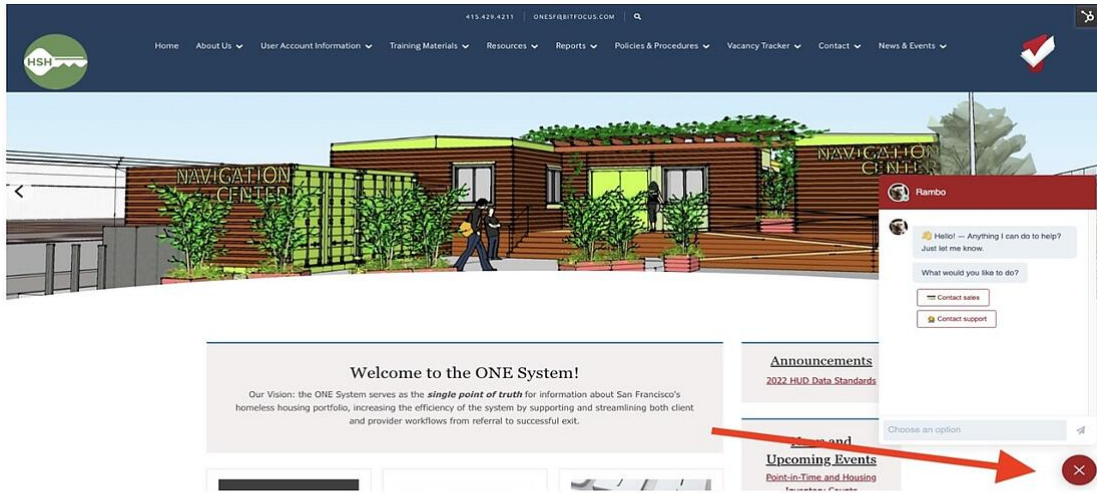
Chat from your ONE System Account:
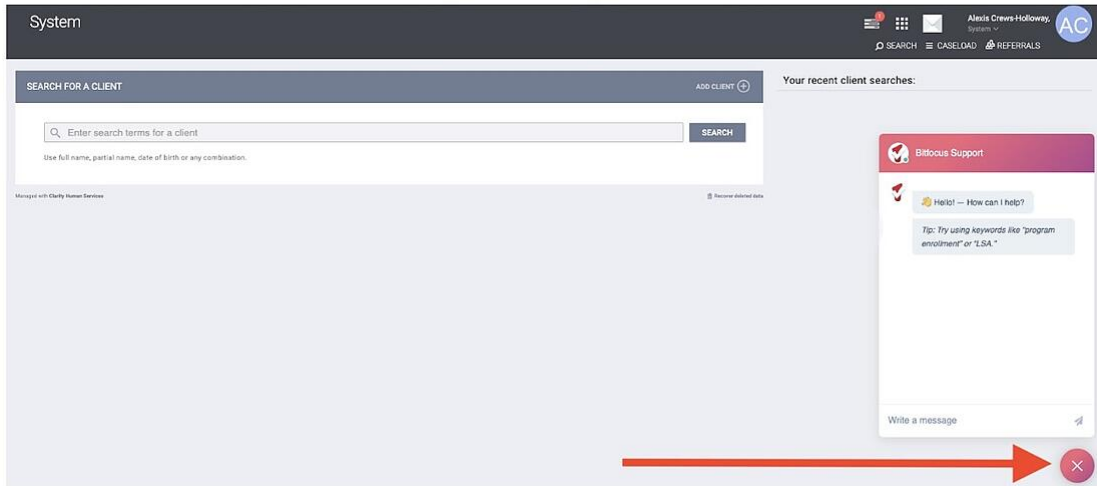
Upcoming Events

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: Monday, February 27, 2023

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

Register | HERE

SF ONE System Virtual Office Hours

When: Tuesday, February 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.

Phone: 415.429.4211
Email: onesf@bitfocus.com

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Bitfocus, 5940 S Rainbow Blvd, Ste 400 #60866, Las Vegas, NV 89118, United States, 800-594-9854

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