Bitfocus

San Francisco ONE System News, March 2022

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

In this edition you'll find the following:

- Thank you!
- Assessments Refresher
- Reminders for Annual Assessments
- Removing ONE System Access for Staff
- Report Spotlight: [HSNG-108] Housing Census
- Upcoming Events

Announcements

Thank you!

We appreciate your efforts, patience, grace and support with getting accurate data for all of the recent federal reports! Your efforts help to accurately relay the current state of the homeless response system to our federal partners. Let's keep up the great work! We also want to thank everyone who completed our annual user survey! HSH and Bitfocus will use the responses submitted to refine and retool the system to better support you all.

If you're interested in providing feedback, but missed the survey, please feel free to email us at onesf-admin@bitfocus.com. Please note that your feedback will not be anonymous if shared via email.

Assessments Refresher

Annual Assessments

Permanent Housing Programs participating in the NOFO competition require that all programs entering program data into the ONE System complete annual assessments for clients enrolled for more than 365 days. The annual assessment must be completed within 30 days +/- of the enrollment anniversary. Luckily, in the ONE System it's easy to document annual assessments.

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Reminders for Annual Assessments

Whenever annual assessments are due for clients, The ONE System can send reminders (Assessment Due Warnings) to notify staff that the due date is approaching.

Who gets the reminders?

Reminders are sent to any staff assigned to a client's enrollment. You become assigned to a client if a) you enter the client's enrollment into the system, or b) when you or someone changes the assigned staff member to you. You can check to see if you are currently assigned to a client by going into their profile and looking at the Care Team, in the enrollment and viewing Assigned Staff, or by checking your Caseload tab.

Check out the details.

Removing ONE System Access for Staff

If a ONE System user no longer requires access due to a change in job duties or termination of employment, access should be terminated by the Agency Lead or their designee within 24 hours. This helps ensure client data is protected and ONE System access is limited to those who truly need it.

To terminate access to the ONE System, please submit a request to the ONE System Help Desk to initiate this process. User lists are sent monthly via the [DQXX-103] Monthly Staff Report to help verify currently authorized users. If you would like to receive a monthly automated version of this report, please submit a request. Please note that receiving this report will also send notifications to you for referrals to your agency. Additionally, you can run the report as needed via the canned Report Library. Users with additional agency access will also show up on the monthly staff report.

Report Spotlight

[HSNG-108] Housing Census

The [HSNG-108] Housing Census report is a quick and easy way to see how many clients or households were enrolled in your shelter or housed in a housing program for specified dates. It also provides information about data completeness for those clients and the staff assigned to them in the drilldown.

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Upcoming Events

General Office Hours: April 26, 2 - 3 p.m.

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

Questions? Your ONE System Administrator is happy to help.

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