San Francisco ONE System News, October 2022

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

In this edition you'll find the following:

- Special Message: Hello from HSH
- Changes to Coordinated Entry (CE) Events
- Find and Fix Head of Household Errors
- A Refresher on "Head of Household" Relationships
- Report Spotlight: [CLNT-102] Client History
- Meetings and Upcoming Events

Hello From HSH!

Welcome to the October issue of your ONE System Newsletter. The HSH ONE System team appreciates everyone's hard work in the ONE System, and has been impressed with all of our new users who have joined the system this month!

In this issue of the newsletter, our partners at Bitfocus are providing resources around reporting and data quality. While we care about data quality throughout the year, as the better the data in ONE, the better we can all serve our clients,

this time of year is particularly relevant! Two of HUD's major annual reports, the Longitudinal Systems Analysis and the System Performance Measures, will be due before we know it. Even for those of you who do not receive CoC funding, this is a great opportunity to review and update your data quality.

This newsletter covers information on a key data quality issue: households and head of households in the ONE System. Accurate household data helps ensure that families are correctly understood by all providers and that occupancy numbers are representing the true data. Incorrect households in ONE can make it appear that programs are serving more clients than they actually are, which could result in clients not being referred to programs where there is actually capacity. Ensuring households are entered correctly helps us end homelessness for as many people as possible. Review the information below to ensure that you have all households correctly connected!

Additional information on data quality and reporting needs will be provided by your partners at HSH and Bitfocus in the coming weeks.

This newsletter also covers some updates to Coordinated Entry Events, new functionality in ONE, and the Client History Report. Read on to learn more!

Thanks,
Your HSH ONE System Team

News

Changes to Coordinated Entry (CE) Events

Coordinated Entry will soon be seeing a change that better aligns the system with HUD's fields. Coordinated Entry events, which had previously been captured under 'Services' now will have their own category of Events. The data you enter will not change significantly, but the place it is tracked will adjust slightly. Coordinated Entry (CE) Events are designated in Clarity Human Services as either "manual" or "inferred":

- Manual events are recorded by the user in the client enrollment record.
- Inferred events are recorded automatically by the system through referrals based on criteria such as project type or funding source.
- Not all agencies will be impacted by these changes; agencies who will see this change and be trained on the Events are:

Agency	Program Type
Abode, Brilliant Corners, ECS, Providence	Flex Housing Subsidy Pool
Abode, BVHP, ECS, Five Keys	RRH
Abode	Problem Solving Housing Location Assistance
Abode	Short-term Housing Assistance
Hamilton	Family Transitional Housing
Catholic Charities, Compass, DSCS, Hamilton, Homeless Prenatal, Providence, Salvation Army	Family Shelters
All Adult, Family, and TAY CE Access Points	Access Points
Swords to Plowshares	SSVF

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Updates

Find and Fix: Head of Household Errors

One of the most common data quality issues we come across in federal reporting concerns missing or multiple head of household designations in enrollments. This element is important because many measures and analyses use the head of household designation. It also can impact client enrollments and services.

Common problems include:

- No head of household is designated.
- More than one client in a group enrollment is designated as head of household.
- The client in a group enrollment who is designated as head of household has an enrollment date after that of others in the group, or an exit date

before that of others in the group enrollment.

- The person designated as head of household is a young child or has an incorrect birthdate making them appear to be a child.
- To find head of household problems in your projects, run the **[HUDX-225] HMIS Data Quality Report.** You can find head of household issues in two places on this report.

HMIS Data Quality Report		Training/Test CoC: System Report period 10/01/2016 - 09/30/2017
Q1. Report Validation Table		
Program Applicability: All Projects		
Total number of persons served		14,625
Number of adults (age 18 or over)		12,295
Number of children (under age 18)		2,330
Number of persons with unknown age		0
Number of leavers		10,712
Number of adult leavers		9,004
Number of adult and head of household leavers		9,352
Number of stayers		3,913
Number of adult stayers		3,291
Number of veterans		1,052
Number of chronically homeless persons		2,802
Number of youth under age 25		1,969
Number of parenting youth under age 25 with children		127
Number of adult heads of household		11,883
Number of child and unknown-age heads of household		369
Heads of households and adult stayers in the project 365 days or more		213

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How-to

A Refresher on "Head of Household" Relationships

Family enrollments in HMIS can sometimes be confusing because there are two places where family/household information is stored. The first is at the profile level (this is sometimes called the "global household") and the second is at the enrollment level. Tracking households in these two places allows you to indicate

members of a family in general (at the global level), but also to indicate different family configurations when it comes time to enroll a client.

Get the details!

Report Spotlight

Report Spotlight: [CLNT-102] Client History

The Client History report provides a history of services provided and program enrollments for the client for the selected reporting period. This report can be useful when trying to determine if a client is enrolled in multiple programs; especially shelter programs in which a client should only be enrolled in one program at a time.

Running the Report - Anyone can run the report, but results will be limited based on the user's access levels.

Report Location - The Client History report is a client-based report and must be run from the client's profile screen.

Once the report is run, you will see a table with the client's information regarding Program Enrollments and Services received.

Service Name	Start Date	End Date
Agency Name		
	01/06/2020	02/20/2020
Service Name: Service Item Name	01/06/2020	02/06/2020
	09/01/2017	10/31/2017
	10/02/2017	10/02/2017
	09/29/2017	09/29/2017
	09/04/2017	09/04/2017
	09/04/2017	09/04/2017
	09/04/2017	09/04/2017
	09/04/2017	09/04/2017
	09/04/2017	09/04/2017
Program Enrollment Name	06/13/2016	09/02/2017
	09/02/2017	09/02/2017
	09/01/2017	09/01/2017
	06/23/2017	06/23/2017
	06/22/2017	06/22/2017
	06/21/2017	06/21/2017
	06/21/2017	Active

Upcoming Events

Check out these upcoming meetings and events!

Agency Leads Meeting

CANCELLED for November and December

Join Office Hours with any questions!

Virtual ONE System Office Hours

In November, Bitfocus will be hosting additional Office Hours! Please register for a time that works best for you:

- **Monday 11/14 @ 10-11 a.m | Register HERE**

- **Monday 11/14 @ 2-3 p.m. | Register HERE**

- **Thursday 11/17 @ 2-3 p.m. | Register HERE**

- **Friday 11/18 @ 11 a.m.-12 p.m. | Register HERE**

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

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