


# ONE System Agency Lead Meeting

27Jul18



# Agenda

1. Non-Cash Benefits Survey Results
2. Protecting Client Data
3. Move-in Date and Project Start Date: How they can impact funding decisions including the NOFA
4. Announcements

# Non-Cash Benefits Survey Results

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# Non-Cash Benefits

## Definition:

- Non-Cash Benefits is intended to identify regular, recurrent benefits. Services and/or gifts such as phone cards and vouchers that are provided by a project to clients during enrollment are fundamentally different and are not considered benefits.

## When are non- cash benefits collected?

- Non-Cash Benefits collected at project start and project exit are to reflect the information as of the date of project start and the date of project exit. 'Information Date' for those records must reflect the date of project start and the date of project exit, respectively.

## What non-cash benefits data are collected?

- CalFresh (SNAP)
- Special Supplemental Nutrition Program for Women Infants and Children (WIC)
- CalWorks ChildCare Services (TANF Childcare)
- Calworks Transportation Services (TANF Transportation)
- Other CalWorks funded services (Other TANF Funded Services)
- **Other Non Cash Benefits**

## CASH INCOME FOR INDIVIDUAL

Income from Any Source Select ▼

## NON-CASH BENEFITS

Receiving Non-Cash Benefits Yes ▼

CalFresh

Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)

CalWORKs Childcare Services

CalWORKs Transportation Services

Other CalWORKs-Funded Services

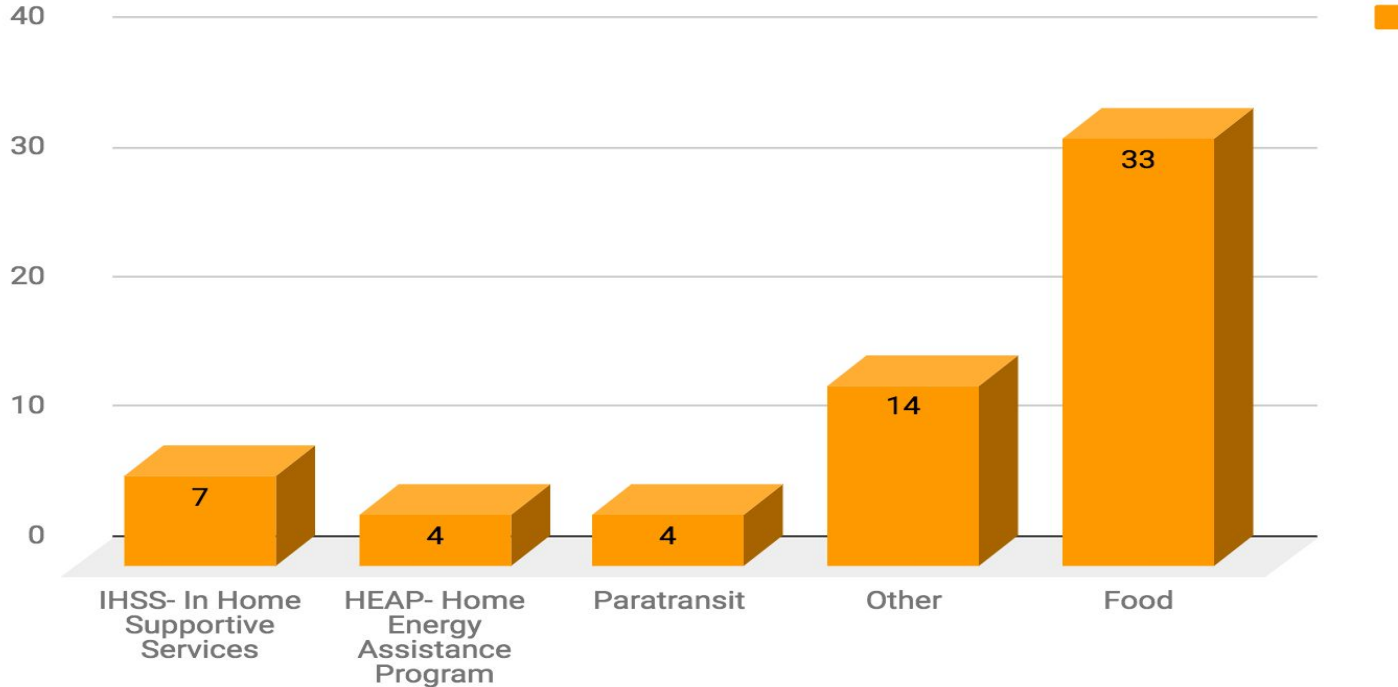
Other Non-Cash Benefit

## HEALTH INSURANCE

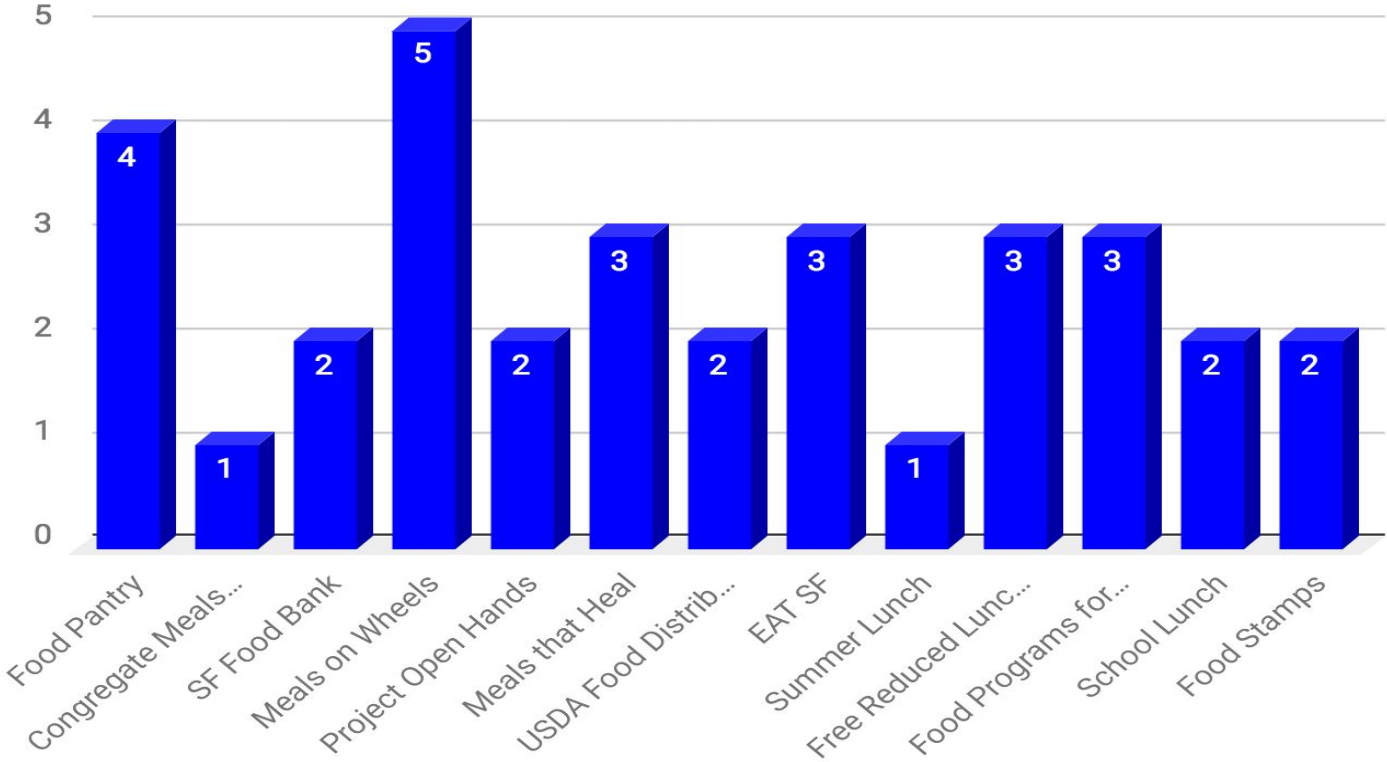
Covered by Health Insurance Select ▼

**What qualifies as Other Non- Cash Benefits?**

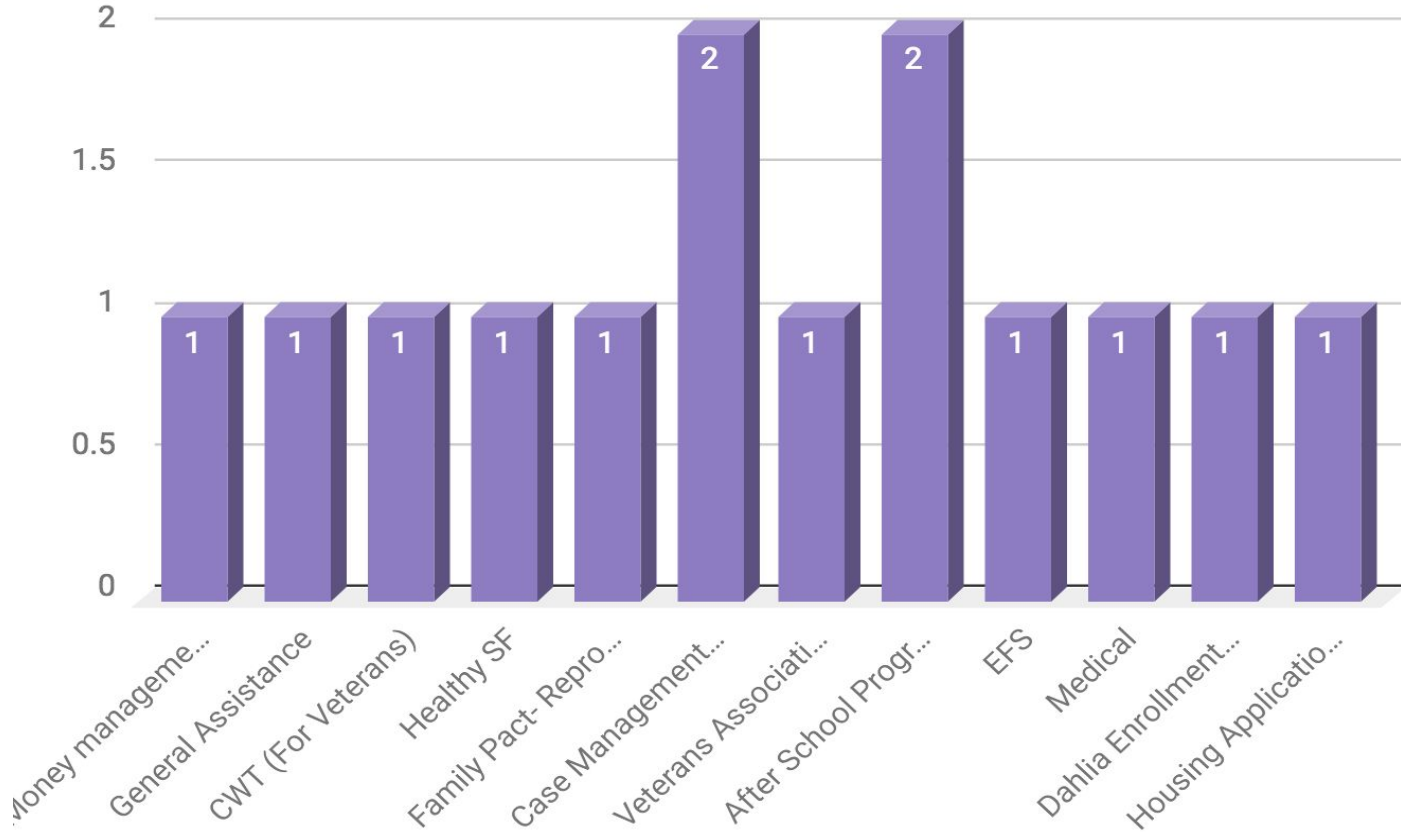
# Most Popular “Other” Non- Cash Benefits Selections



# Food Programs



# Other Entries





# Protecting Client Data

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# ONE System Access

## Accessing the ONE System

- The ONE System is designed to be accessible to end users approved by the Department of Homelessness and Supportive Housing (HSH) through designated Agency Leads.
- Agency Leads are the point people at an agency responsible for notifying ONE System Administrators and HSH Managers of staffing changes and permissions needed to complete functions in the ONE System.
- After a new staff member completes ONE System General Training and SFDPH Privacy Training, the Agency Lead must notify the Help Desk to create the new account.
- Approval by the Agency Lead is required before a new user gains access to the ONE System. If you are unsure of the Agency Lead at your agency, contact the Help Desk at [Onesf@bitfocus.com](mailto:Onesf@bitfocus.com)

# User Expectations

**It is of the utmost importance that we serve clients with dignity and respect. Our clients are particularly vulnerable to abuse of their personal information and safety concerns. It is our responsibility to protect the people we serve and provide them quick access to housing and services.**

- City of San Francisco ongoing Privacy Training Requirement
- Complete the training annually
- New FY18-19 DPH privacy training
- The certificate is a personal attestation that the end user completed the privacy training and will adhere to [SFDPH Privacy Policies](#).

# Report Highlight: Staff Client Data Activity Report

## Staff Client Data Activity Report

***Staff members are listed below***

Activity Between:

7/1/2018 - 7/31/2018

### Reed, Mike

Data Type	Client Name	Unique Identifier	Date/Time
Referral	Test, Brian	1DA0B2EB9	07/18/2018 4:29 PM
Assessment	Test, Brian	1DA0B2EB9	07/18/2018 4:23 PM
Service Provided	Test, Brian	1DA0B2EB9	07/18/2018 4:20 PM
Service Provided	Test, Brian	1DA0B2EB9	07/18/2018 4:19 PM
Referral	Test, Brian	1DA0B2EB9	07/18/2018 4:19 PM
Referral	Test, Brian	1DA0B2EB9	07/18/2018 4:19 PM
Assessment	Test, Brian	1DA0B2EB9	07/18/2018 4:19 PM

# Housing Move-in and Project Start date

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# Housing Move in vs. Program Start Date

All permanent housing projects: PSH, PH, RRH collect "Housing Move-in date" and Project Start date." This gives programs an opportunity to document work with a client that occurs before the client actually moves into housing.

**Project Start Date:** The date the client begins to work with the permanent housing program

- Project Start Date = Enrollment Date
- Opportunity to document work with a client before move in
- Project Start date cannot equal Project Exit date

**Housing Move in Date:** The date the client moves into the permanent housing program

- Can be the same as project start date
- Cannot happen before project start date
- Possible to enroll a client into your program, and then exit them without ever entering a move-in date

## Enroll Program for client Amy Test

Project Start Date

Is the Client an Adult or Head of Household?

Yes (Automatically Generated Response) ▼

Is the Program Type a Permanent Housing Program Type?

Yes (Automatically Generated Response) ▼

### COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date

### LIVING SITUATION

Type of Residence

Select ▼

Length of Stay in Prior Living Situation

Select ▼

### LIFETIME LENGTH OF HOMELESSNESS IN SF:

Have you ever been homeless in SF?

Select ▼

### LIFETIME LENGTH OF HOMELESSNESS OUTSIDE OF SF:

Have you ever been homeless outside of San Francisco?

Select ▼

Housing Move-in and Project Start Dates appear on the enrollment screen.

Project Start- Date accepted into the project

Move-in- Date of move-in into the PH unit



# NOFA Scoring Impact

**Housing Move in Date:** The date the client moves into the permanent housing program

- Can be the same as project start date
- Cannot happen before project start date
- **Possible to enroll a client into your program, and then exit them without ever entering a move-in date**

# Announcements

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# User Surveys

- Agency Lead Survey
- General User Satisfaction Survey