

A faded, grayscale image of the Golden Gate Bridge in San Francisco, viewed from a low angle looking down the length of the bridge towards the water. The bridge's towers and suspension cables are prominent.

**SAN FRANCISCO ONE SYSTEM
AGENCY LEAD MEETING
August 26, 2019**



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING



Bitfocus

Learning Objectives | Goals

Our goals for today:

- Welcome and Introductions
- Two Factor Authentication
- Privacy Corner Updates
- New User, Deactivate User, Change in Access Roles
- CoC Program Recipe for Success
- Reminders
- Next Month's Meeting

ONE System | Welcome and Introductions

- Please share your name, pronoun, agency, role, and your favorite food.



ONE System | Two Factor Authentication

- Two Factor Authentication begins Tuesday, September 3, 2019
 - The next time you log into ONE, you will be prompted to verify your identity a second way before you can log in.
 - Please reach out to the Bitfocus Help Desk if you have any issues at onesf@bitfocus.com
- Why are we doing this?
 - It increases security in order to better protect client data in ONE
 - It increases security when user access ONE from mobile devices



ONE System | Two Factor Authentication

- What will it look like? You have two options to verify your account.

CLARITY
HUMAN SERVICES

Set Up Two-Factor Authentication

How would you like to verify your account?

Use an Authenticator App (Most Secure).
The next page will provide full instructions.

Get a code emailed to:
*****@bitfocus.com

NEXT

CLARITY
HUMAN SERVICES

Set Up Two-Factor Authentication

A verification code sent to your email.
Enter the 6-digit code sent to your email address

VERIFY CODE

RESEND CODE

TRUSTED DEVICE: Don't prompt me with two-step login on this device for 30 days

CLARITY
HUMAN SERVICES

Two-Factor Authentication

Enter the verification code generated by your mobile application

Verification Code

VERIFY CODE

TRUSTED DEVICE: Don't prompt me with two-step login on this device for 30 days

ONE System | Two Factor Authentication Tips

- Checking the trusted device box means you won't have to enter another verification code for 30 days.
- If you clear the cache in your web browser, you will be prompted to re-verify the next time you log in even if fewer than 30 days have passed.
- The two factor authentication option selected will be set for future login until you reset the authentication token.

MY INFO

First Name Zoocy

Last Name Keeper

Email thompson.doug@bitfocus.com

Password

Confirm Password

Profile Override Agency Default

Recent Services Show

Auto Suggest Enabled

Enable 2FA RESET AUTHENTICATION TOKEN

Assessment Due Warning 2 Weeks

TAKE PHOTO

REGENERATE MY INITIALS

SAVE CHANGES

ONE System | Privacy Corner

- The HSH Privacy Practice and Human Service Agency and Homeless Response System Releases of Information can be found on the Release of Information electronic signature in the ONE System

ELECTRONIC SIGNATURE FORM ✕

By completing this form, you are certifying the client:

- 1) was notified of the Department of Homelessness and Supportive Housing Notice of Privacy Policy
- 2) completed the Release of Information: Homeless Response System as required for the ONE System
- 3) reviewed the Release of Information: Human Service Agency.

Any signed Release of Information forms must be uploaded in client files.

ONE System | Agency Leads and User Access Roles

- New User Request
 - Confirm completion of Clarity General and DPH Privacy Trainings and email user name, email address, and **access role** to onesf@bitfocus.com
 - Agency Lead is responsible for determining the appropriate access role based on user's job/role and considering client privacy
- Deactivate User
 - Email onesf@bitfocus.com with ONE System user name and email address to deactivate
*For example when someone leaves agency
- Request to Change User Access Role
 - Email onesf@bitfocus.com with the ONE System user name, email address, and requested access role
 - HSH will be monitoring access role changes for auditing purposes

ONE System Recipe for Success

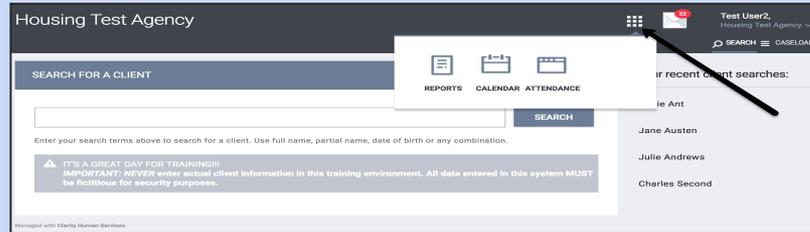


URL: onesf-train.clarityhs.com
User Name: Agency1-15
Password: GoGi@nt5

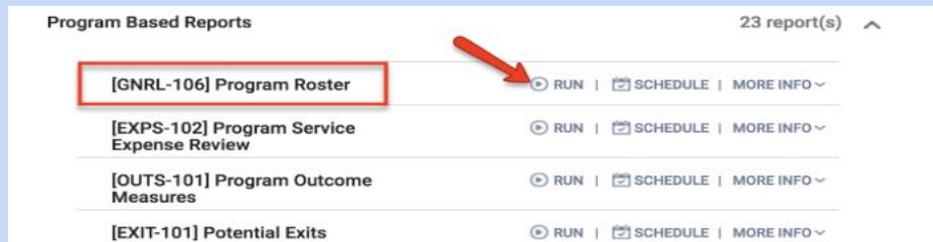
ONE System | Program Roster Report

This report identifies who is enrolled in the program, can be run for active or exited clients and allows you to identify group enrollments as well as duplicates.

- Locate Launcher and select reports



- From the Report Library select **Program Based Reports**; this will roll out the report options under this category-select report number **[GNRL-106] Program Roster**. Select Run.



ONE System | Program Roster Report

- Select the filters you want the report to pull:
 - **Programs**-choose the name of the program or select ALL
 - **Status**-from the drop-down menu select active, enrolled, or exited
 - **Report Date Range**-enter the dates range for the report
 - **Report Output Format**-Select the format as either Web Page, PDF or Excel
- Submit-will run the report

Program Roster Report						Housing Test Agency Active within [07/01/2017 - 06/30/2018]					
Housing Move-In: Undefined = Unknown Hold or Move-in Is Null, <input type="checkbox"/> = Non PH Project											
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	Assess-ments	Services	Assigned Staff
Program: Housing Program											
Springs, Sally	DC730E0D6	03/01/1980	36	38	10/05/2016	09/30/2017	360	10/05/2016	7	4	A. Wilson (deleted)
Springs, Sammy	D838A4F00	04/24/2010	6	8	10/05/2016	09/30/2017	360	10/05/2016	6	2	A. Wilson (deleted)
Springs, Stevie	C39DC1C31	01/01/2010	6	8	10/07/2016	09/30/2017	358	10/05/2016	6	1	A. Wilson (deleted)
Refused, 7633Bec1F	7633BEC1F	01/01/1975	41	43	09/01/2016	-	668	undefined	0	1	A. Wilson (deleted)
Refused, Ddf23229E	DDF23229E	01/01/2009	7	9	09/01/2016	-	668	undefined	0	1	A. Wilson (deleted)
Refused, Fc849f304	FC849F304	01/01/1974	42	44	09/01/2016	-	668	undefined	0	1	A. Wilson (deleted)
Sanders, Bernie	A2AB0E7F3	04/05/1959	17	19	10/10/2016	-	629	undefined	0	1	A. Wilson (deleted)
Sanders, Billie	BEC09A4B	03/03/1972	44	46	10/10/2016	-	629	undefined	0	1	A. Wilson (deleted)
Sanders, Stevie	D7A48DB88	09/09/2005	11	12	10/10/2016	-	629	undefined	0	1	A. Wilson (deleted)
Springs, Susie	3AAD7849E	06/09/2008	8	9	10/13/2016	-	626	undefined	0	0	A. Wilson (deleted)
Marsh, Annette	9A8BA70A7	04/04/1986	30	32	10/18/2016	-	621	undefined	0	0	A. Wilson (deleted)
Marsh, Bob	52850286A	06/06/2012	4	5	10/18/2016	-	621	undefined	0	0	A. Wilson (deleted)
Springs, Sally	DC730E0D6	03/01/1980	38	38	06/22/2018	06/30/2018	8	06/22/2018	0	0	A. Wilson
Springs, Sammy	D838A4F00	04/24/2010	8	8	06/22/2018	06/30/2018	8	06/22/2018	0	0	A. Wilson
Springs, Stevie	C39DC1C31	01/01/2010	8	8	06/22/2018	06/30/2018	8	06/22/2018	0	0	A. Wilson
Total: 15											
Program Name						Project Type			Project Applicability		
Housing Program						PH - Permanent Supportive Housing (disability required)			Permanent Housing for Disabled Homeless Persons [BHP-PH]		
Thu Jul 12 01:23:02 PM 2018						Powered By			CLARITY HUMAN SERVICES		

ONE System | Program Enrollment

- How do I enroll a client into my program?
 - **Search for client and open client profile**

Housing Test Agency

SEARCH FOR A CLIENT ADD CLIENT +

Search input: jerry

SEARCH

	Date of Birth	Last Four SSN	Last Updated
Jerry Seinfeld	01/01/67	2342	08/22/19

- **Select program tab**

Jerry Seinfeld

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

CLIENT PROFILE

Social Security Number: XXX-XX-2342

Quality of SSN: Full SSN Reported

Last Name: Seinfeld

First Name: Jerry

Quality of Name: Full name reported

Quality of DOB: Full DOB Reported

Date of Birth: 01/01/1967 Adult Age: 52

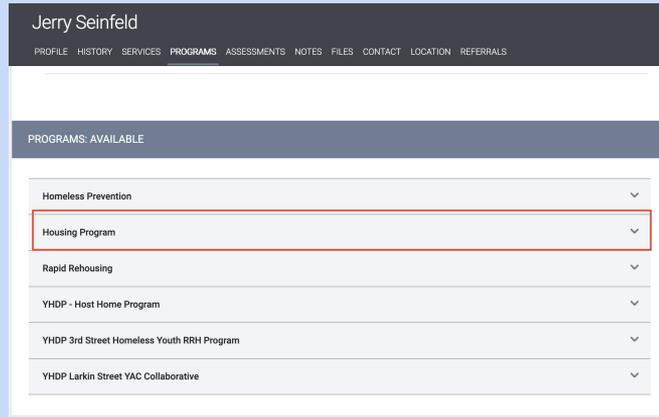
Middle Name: None

Alias: Slack

UNIQUE IDENTIFIER: 237B62F5C

ONE System | Program Enrollment

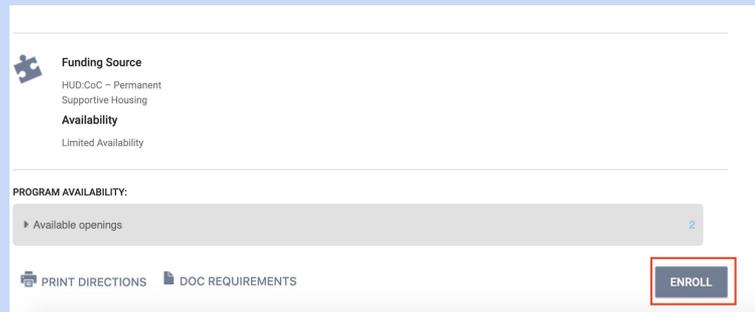
- **Available Programs**-choose the name of the program



The screenshot shows a user profile for Jerry Seinfeld. At the top, there is a navigation menu with links for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. Below this, a section titled "PROGRAMS: AVAILABLE" contains a list of program options, each with a dropdown arrow. The "Housing Program" option is highlighted with a red rectangular border.

Program Name	Action
Homeless Prevention	▼
Housing Program	▼
Rapid Rehousing	▼
YHDP - Host Home Program	▼
YHDP 3rd Street Homeless Youth RRH Program	▼
YHDP Larkin Street YAC Collaborative	▼

- **Enroll and save**



The screenshot shows the enrollment form for the Housing Program. It includes a "Funding Source" section with a puzzle piece icon, listing "HUD:CoC - Permanent Supportive Housing". Below this is an "Availability" section with the text "Limited Availability". A "PROGRAM AVAILABILITY:" section shows "Available openings" with a count of 2. At the bottom, there are links for "PRINT DIRECTIONS" and "DOC REQUIREMENTS", and a red-bordered "ENROLL" button.

Funding Source
HUD:CoC - Permanent Supportive Housing

Availability
Limited Availability

PROGRAM AVAILABILITY:
▶ Available openings 2

[PRINT DIRECTIONS](#) [DOC REQUIREMENTS](#) **ENROLL**

ONE System | Annual Assessment

- How do I complete an annual assessment?
 - **Open Program tab from client profile. Select active program.**
 - **Select assessments tab from program. Complete annual assessment and save.**
 - **Assessment due 30 days prior - 30 days after program enrollment date.**

The screenshot displays the ONE System interface for a client named Alma Smurf. The top navigation bar includes tabs for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The 'PROGRAMS' tab is highlighted with a red box. Below this, the program is identified as 'PROGRAM: HOUSING PROGRAM'. A secondary navigation bar contains tabs for Enrollment, History, Provide Services, Assessments, Notes, Files, and Forms. The 'Assessments' tab is also highlighted with a red box. Under the 'Assessments' section, there are two assessment entries: 'Status Update Assessment' and 'Annual Assessment'. The 'Annual Assessment' entry is highlighted with a red box and includes a 'START' button. A 'LINK FROM ASSESSMENTS' text is visible to the right of the assessment list.

ONE System | Program Exit

- How do I exit a client from my program?
 - **Search for client and open client profile**

Housing Test Agency

SEARCH FOR A CLIENT ADD CLIENT (+)

smurf

SEARCH

Alma Smurf	02/24/1947	2837	
	Date of Birth	Last Four SSN	Last Updated
Alma Smurf	02/24/47	2837	05/29/19

- **Select program tab**

Alma Smurf

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

CLIENT PROFILE

Social Security Number XXX-XX-2837 ⓘ

Quality of SSN Full SSN Reported ▾

Last Name Smurf ⓘ

First Name Alma

Quality of Name Full name reported ▾

Quality of DOB Full DOB Reported ▾

Date of Birth 02/24/1947 Adult Age: 72

Middle Name None ▾

Alias Slack

UNIQUE IDENTIFIER
5B99B7B38



ONE System | Program Exit

- From program history edit program

Alma Smurf

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
 Housing Program Housing Test Agency	05/29/2019	Active	Individual 

- Select exit, complete program exit, and save

Alma Smurf

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

PROGRAM: HOUSING PROGRAM

Enrollment **History** Provide Services Assessments Notes Files Forms **X Exit**

Program Service History

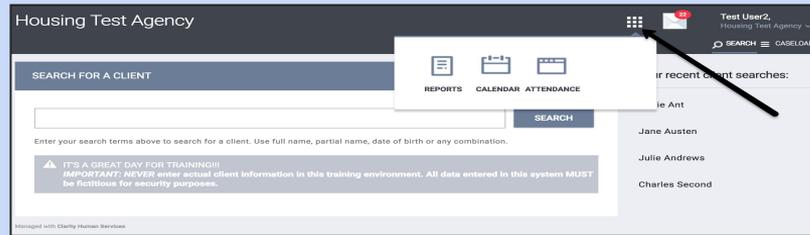
Service Name	Start Date	End Date
Referral: Housing Program Housing Test Agency referral to Housing Test Agency	 05/29/2019	05/29/2019

Reservation Service Referral

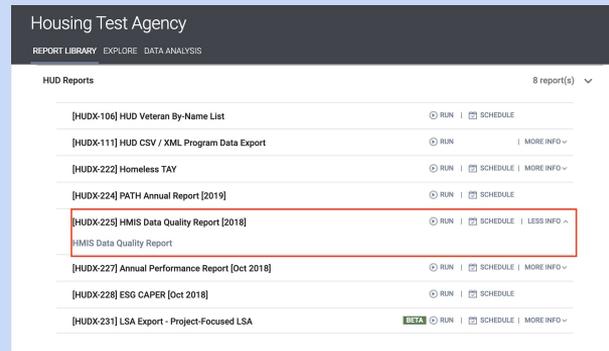
ONE System | HMIS Data Quality Report

This report identifies data quality in the ONE System. Data quality matters in telling the story of clients served in our Homeless Response System.

- Locate Launcher and select reports



- From the Report Library select **HUD Program Reports**. Select and run **[HUDX- 225] HMIS Data Quality Report [2018]**



ONE System | HMIS Data Quality Report

- Select the filters you want the report to pull:
 - **Program Type**-choose the name of the program or select ALL
 - **Program Status**-from the drop-down menu select all, active, inactive
 - **Program**
 - **Report Date Range**-enter the dates range for the report
 - **Report Output Format**-Select the format as either Web Page, PDF or Excel
- **Submit**-will run the report

Housing Test Agency

REPORT LIBRARY EXPLORE DATA ANALYSIS

HMIS Data Quality Report CA-501 - San Francisco CoC: Housing Test Agency
Report period 08/01/2018 - 07/31/2019

Q1. Report Validation Table

Program Applicability: All Projects

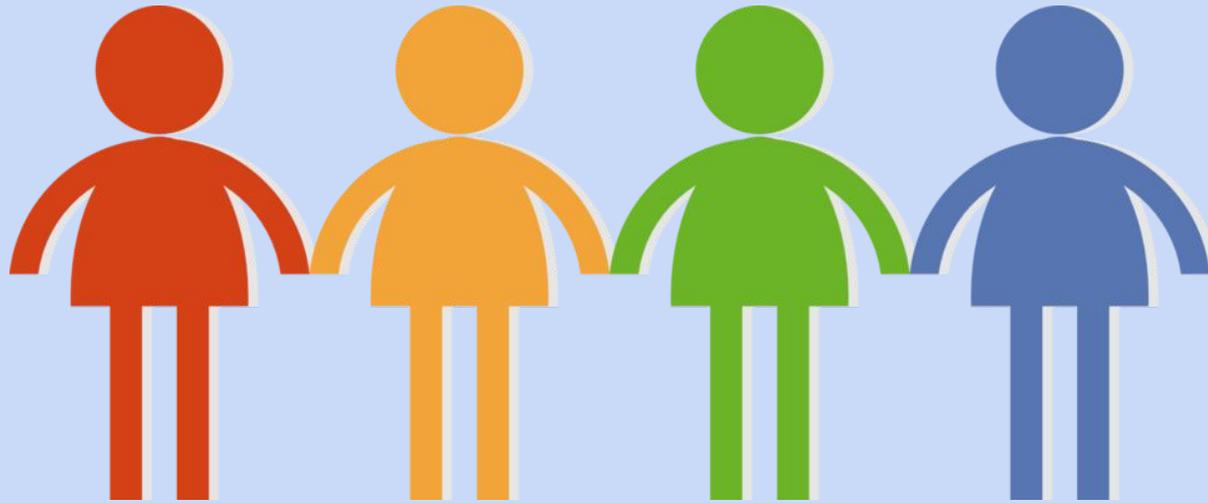
Total number of persons served	16
Number of adults (age 18 or over)	14
Number of children (under age 18)	2
Number of persons with unknown age	0
Number of leavers	7
Number of adult leavers	5
Number of adult and head of household leavers	5
Number of stayers	9
Number of adult stayers	9
Number of veterans	2
Number of chronically homeless persons	6
Number of youth under age 25	2
Number of parenting youth under age 25 with children	0
Number of adult heads of household	13

ONE System | Reminders

- LHCB ONE System Committee Youth Meeting
 - St Anthony's Poverello Room 150 Golden Gate Ave
 - August 26, 2019 3pm-4:30pm
- LHCB Monthly Meeting
 - City Hall Room 416
 - **September 9, 2019 11am-1pm**
- LHCB Family Coordinated Entry/ONE System Committee Meeting
 - City Hall Room 408
 - September 3, 2019 10am - 11am
- LHCB Adult Coordinated Entry/ONE System Committee Meeting
 - City Hall Room 408
 - September 3, 2019 11am - 12pm

ONE System | Next Month's Meeting

- September 23, 2019 10:30am-11:30am
Google Community Space 188 Embarcadero

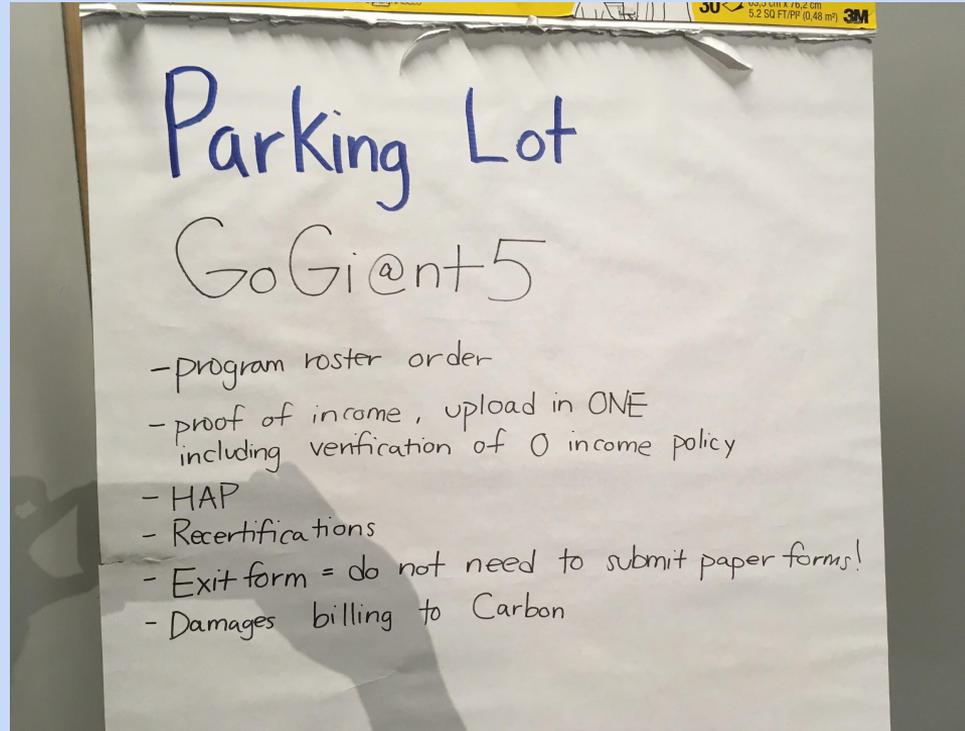


Need More Help?

- We will email and post today's slides on the [ONE SF Help Center](#)
- Don't forget the Helpdesk! onesf@bitfocus.com or 415.429.4211



Parking Lot



A faded, blue-tinted background image of the Golden Gate Bridge, showing its iconic towers and suspension cables.

Thank you!