SAN FRANCISCO ONE SYSTEM AGENCY LEAD MEETING June 24, 2019





Learning Objectives Goals

Our goals for today:

- Welcome and Introductions
- The Purpose of the Agency Lead Meeting
- Roles and Responsibilities of the Agency Leads
- World Cafe Exercise
- Survey
- Announcements | Reminders
- Next Month's Meeting





ONE System Welcome and Introductions

Please share your name, pronoun, agency, role, and what home means to you.







ONE System Purpose of Agency Lead Meeting

- LHCB adopted a continuous data quality improvement plan for the ONE System that includes:
 - Ongoing cycle of data quality improvements
 - Policies and procedures for achieving and maintaining data quality
- Opportunity for community dialogue and sharing of resources
 - APR
 - Best practices
 - Coordinated Entry
 - New initiatives
 - ONE System features
 - Reports
 - Trainings





ONE System Role and Responsibility of Agency Lead

- Communication liaison between Bitfocus/HSH and your agency
 - Communicate ONE System expectations, initiatives, problems, etc. to appropriate staff in your agency
- Attend monthly Agency Lead meeting
- Authorize to request new ONE user accounts
- Provide status update on users no longer with agency
- Provide agency thought leadership on ONE System and use
- What does the Agency Lead role mean to you?





- World cafe exercise
 - What has been helpful?
 - What would you like to see more of in the Agency Lead meetings?
 - How can the ONE system best support your work?
- Large group report back





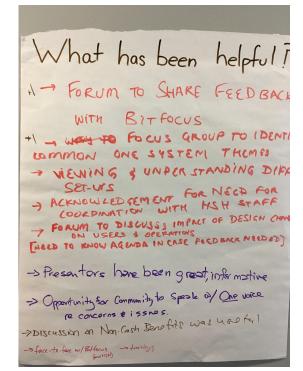


DEPARTMENT OF

HOMELESSNESS AND SUPPORTIVE HOUSING

HSH 🐪

• What has been helpful in Agency Lead meetings?





• What would you like to see more of in the Agency Lead meetings?



What would you like to see more of in the Agency Lead meeting! -Noticition of system champs - Marchands-on training for agancy leads - Mar Timely dishibition of A.L. Makting (2000/10/11/1/2012) poles & Brenpants - trainings around technical Support & analysis - Bring the Chromebooks back! advance notice of seconds topics rail out so that we can sconsult/include/include



DEPARTMENT OF

HOMELESSNESS AND

SUPPORTIVE HOUSING

HSH

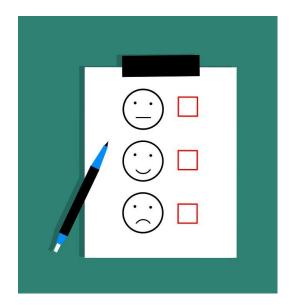
• How can the ONE system best support your work?

How can the ONE System best support your work? Notification of System Changes 1+ L > Access Roles * Integration * Document opposite Generation (norman the poter) (500) and show beth Deter) (Generation of the poter) (arbon Gretting accurate into ion reports to meet per * Whe flood actes the more clear reports clashboards of chient successes documentation /user manuals one-sheets/socialshotsletc La if issues reported need to know if it's changed/ chearer definition of how system communication 2/11 whether Feed back is in avported / implement



ONE System Survey

- Feedback <u>survey</u> to reconceptualize Agency Lead Meetings
- We will also email the survey link to all Agency Leads







ONE System Announcements

• Bitfocus is hiring for a <u>Deputy Project Administrator</u>







ONE System Reminders

- LHCB ONE System Committee Youth Meeting
 - St Anthony's Poverello Room 150 Golden Gate Ave Ο
 - June 24, 2019 3pm-4:30pm Ο
- LHCB Monthly Meeting
 - City Hall Room 416 0
 - July 1, 2019 11am-1pm 0
- LHCB Family Coordinated Entry/ONE System Committee Meeting \bullet
 - City Hall Room 408 Ο
 - July 2, 2019 10am-11am 0
- LHCB Adult Coordinated Entry/ONE System Committee Meeting
 - City Hall Room 408 Ο
 - July 2, 2019 Cancelled Ο
 - August 6, 2019 9am, September 3, 2019 and Ongoing 11am

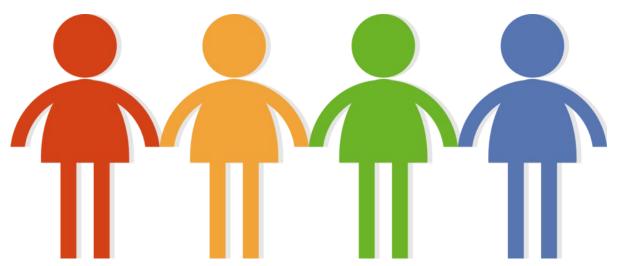






ONE System Next Month's Meeting

• July 22, 2019 10:30am-11:30am Google Community Space 188 Embarcadero







Need More Help?

- We will post today's slides on the <u>ONE SF Help Center</u> and email the survey link to Agency Leads
- Don't forget the Helpdesk! <u>onesf@bitfocus.com</u> or 415.429.4211





