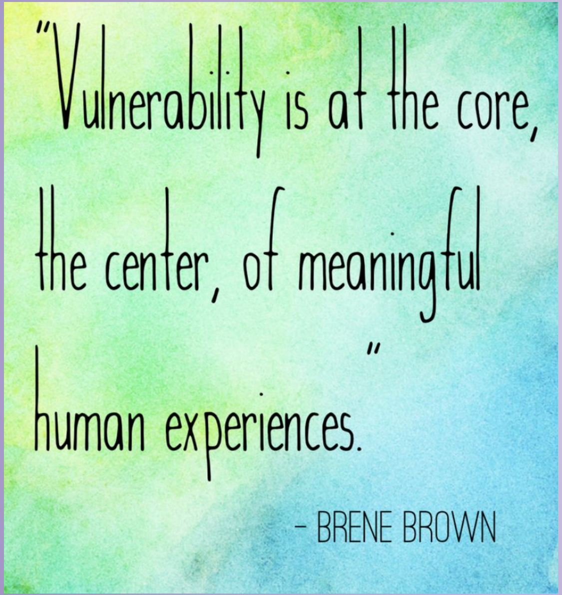
Bitfocus

Agency Lead Meeting
June 22, 2020

Welcome



Ja Eun Guerrero Huh, LCSW
Senior Project Administrator
San Francisco, California
Pronouns: They/She

Agenda

- **Brief Announcement Ja**
- **Welcome Jon Hoskins, Interim Senior Project Administrator Bitfocus**
- **Department of Homelessness Supportive Housing Announcements**
  - Human Services Agency Release of Information
  - Annual User Audit: Updating Agency Information
- **Agency Lead Training in July**
- **Client Profile Page**
  - Understanding continuous data quality
- **Data Quality Spotlight Report**
  - Monthly Staff Report [DQXX-110] Duplicate Clients
- **Community resources**

Welcome to the Team Jon Hoskins!

Interim
Senior Project Administrator

Department of Homelessness & Supportive Housing Announcements

Human Services Agency Release of Information

- Human Services Agency Release of Information (HSA ROI) is a document signed by a client to give HSH and its partner agencies permission to access information about certain public benefits the individual may receive
    - For example, HSH needs to know if a client receives CAAP benefits as part of screening for eligibility for a CAAP funded (Care Not Cash) unit in CAAP.
    - Previously, we needed a client to sign the HSA ROI in order to legally access CAAP information.

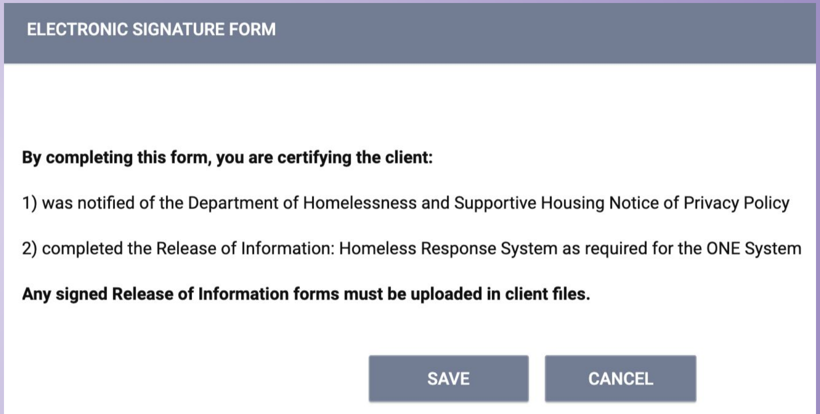
Human Services Agency Release of Information

Update June 15, 2020

- A new ‘data use agreement’ between HSA and HSH authorizes increased data sharing between the two departments without a client needing to sign the HSA ROI. Information covered in this data use agreement covers CAAP benefits, various state-funded housing-related services, and other benefits programs.
- An HSA ROI continues to be needed to screen for CoC housing eligibility and information sharing not related to administration of benefits continues to require a client level ROI.

Human Services Agency Release of Information

- As of June 15, 2020, the HSA ROI is required only for Housing Referral Status clients and renewals of the HSA ROI (which is valid for one year) will become part of the CoC recertification process.
- With this change, please note that users will also see a change in the electronic signature form 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

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

SAVE CANCEL

Annual Agency User Audit

Annual User Audit: HSH Continuous Data Quality Plan

- Why is this important?
    - Protect client privacy
    - Keep agency user roster active
    - Keep data up to date in ONE System

- Continuous data quality improvement process Continuous Data Quality Improvement Process

Annual User Audit

- Bitfocus team sent emails of individual agency active user list to designated Agency Leads
    - Request to identify users who need to be deactivated from the ONE System by June 30, 2020
- If you have not done so already, please submit your responses back to Jon Hoskins, our Interim Senior System Administrator at jonh@bitfocus.com

Thank you to the many agencies who have already responded!
We appreciate your prompt response.

Tips

- I need to deactivate an account:
  - Contact the Help Desk **onesf@bitfocus.com** with any user deactivation requests within 24 hours of user departure from your agency.
- I need a new user account:
  - General User Training
  - SFDPH Privacy Training
  - Contact the Help Desk with the staff's name, email address, and access role
- I need a change in access role:
  - Contact the Help Desk with user name and new access role

Coming to you soon at July's Agency Lead Meeting
Agency Lead Training

Client Profile Page

Client Profile Page

- The Client Profile contains the following fields:
  - Social Security Number, Quality of SSN
  - Last Name, First Name, Quality of Name, Middle Name, Suffix, Alias
  - Date of Birth, Quality of Date of Birth
  - Gender Identity, Pronouns
  - Sexual orientation, Sexual identity
  - Race, Ethnicity
  - Primary language, Secondary language
  - US Military History
  - Phone Number, Emergency Contact

Client Profile Page

- There are two most common ways to access the client profile
  - Create a new client to the ONE System
  - Search feature
  - Don’t forget to save changes!

Client Profile Page Tips

- Update client information
  - Support continuous data quality improvement process
  - Support data quality data in your Annual Performance Report
  - Remember, good data in = good data out

Monthly Data Spotlight report

Monthly Staff Report
{DQXX-103}

[DQXX-103] Monthly Staff Report

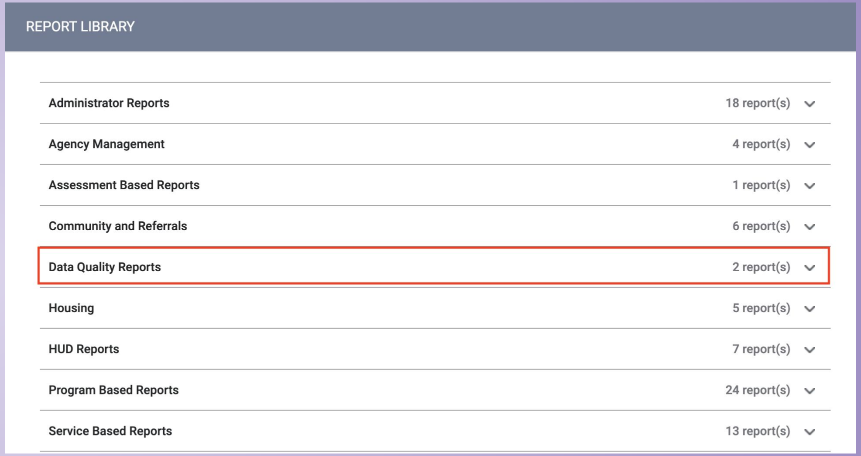
- **The Monthly Staff Report provides three categories of information**
  1. General data quality
  2. User Activity (including the number of clients that each staff member worked with during the time frame of report)
  3. Data quality by data element (e.g. Data of Birth, Race, Ethnicity, Veteran Status etc.) for all clients served

[DQXX-103] Monthly Staff Report

- **How can Monthly Staff Reports be used in my agency?**
  - Data quality by data element to improve data quality
  - Monthly Staff activity in the ONE System
    - Active Staff
    - Active Staff - No Activity

[DQXX-103] Monthly Staff Report

1. Log into the ONE System and select the launcher icon
2. Select **Report Library, Data Quality Reports**
    a. Locate the **Monthly Staff Report-** Locate **[DQXX-103] Monthly Staff Report**
3. Select **Run**
4. Choose to a **date range** for the report
5. Select your format and **choose submit**



Community Resources

Community Resources:

- **HSH Website:** http://hsh.sfgov.org/updates/
- **Join our friendly partners at HSH for COVID-19 Provider Calls**
  - Tuesdays 4:00 pm - 5:00 pm and Thursdays from 4:00 pm - 4:30 pm
  - via Microsoft Teams: Join Microsoft Teams Meeting
  - +1 415-906-4659   United States, San Francisco (Toll)
  - Conference ID: 183 824 54 8#

ONESF Help Center Website

https://onesf.clarityhs.help

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

Thanks for joining us!

Sara Hoffman
Project Manager

Ja Eun Guerrero Huh
Senior Project Administrator

Jonathan Hoskins, MSW
Interim Senior Project Administrator