



San Francisco Agency Lead Meeting

March 23, 2020

Thank you

*to all of our Providers & change agents who
are helping our SF Community.*

We see you

We hear you

We appreciate you

“EMPATHY HAS NO SCRIPT. THERE IS
NO RIGHT WAY OR WRONG WAY TO DO
IT. IT’S SIMPLY LISTENING,
HOLDING SPACE, WITHHOLDING
JUDGMENT, EMOTIONALLY
CONNECTING, AND COMMUNICATING
THAT INCREDIBLY HEALING MESSAGE
OF ‘YOU’RE NOT ALONE.’”

BRENÉ BROWN

EST. 2014 | VALOURINE

Today's Agenda





- Release of Information Changes Effective 04/01/2020
- Demonstrate the changes in the ONE System
- Revisit File Uploads in the ONE System
- Review the Department Of Homelessness and Supportive Housing Announcement:
 - Release of information Policy in lieu of COVID-19
 - Review HRS, HSA ROI documentation
- System Data Quality Spotlight Report: Program Details Report
- Community Announcements
- Community Resources

Release of Information Changes:

Release of Information Changes:

Please note that ONE System Users will see several changes to the Release of Information (ROI) functionality in the ONE System **effective April 1, 2020.**

Release of Information Changes:

RELEASE OF INFORMATION	
Permission	Yes 
Start Date	03/12/2020 
End Date	03/12/2023 
Documentation	Select 

HOW:

1. The default year of the electronic signature will change from the current ten years to three years to reflect the three year expiration of the Homeless Response System ROI.

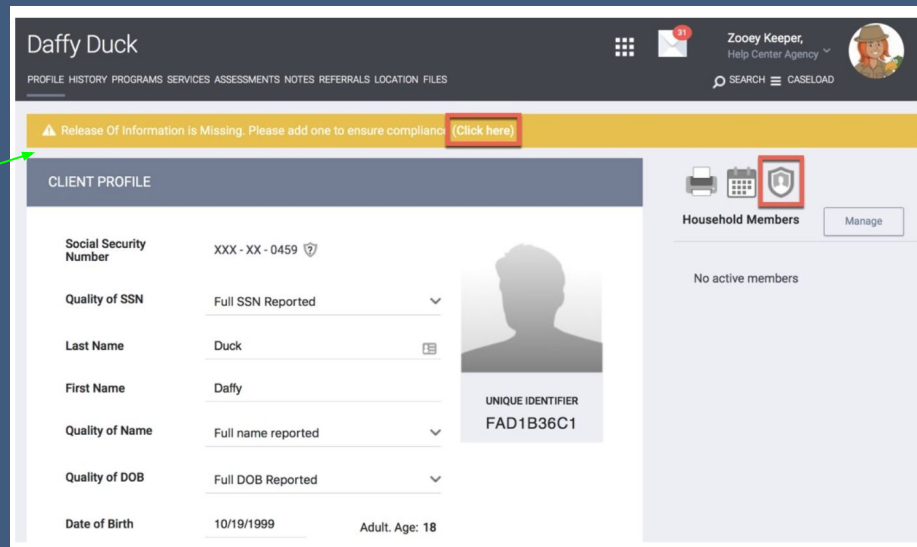
- Please note that the Human Services Agency ROI expiration remains one year.
- Please do not change the dates, as these are reflective of the ROI expiration dates.
- Users will continue to upload signed ROI under files.

please note that the "start date" on the ROI is the date the ROI is completed, not when it's uploaded

Release of Information Changes:

2. A Compliance Warning ribbon will appear across the screen of any client record that has an expired Release of Information form or an ROI form that is about to expire.

- The compliance warning time period is set for 2 months before the expiration of the release of information record.
- You can access the ROI screen by either selecting the [Click Here link](#) within the Compliance Ribbon or by clicking the shield icon and selecting **Add Release of Information**.
- Users need to complete and sign new ROI's with clients when expired or about to expire and upload under client files



The screenshot displays the client profile interface for 'Daffy Duck'. At the top, a yellow compliance warning ribbon states: 'Release Of Information is Missing. Please add one to ensure compliance.' A red box highlights the 'Click here' link within this ribbon. Below the ribbon, the 'CLIENT PROFILE' section contains a form with the following fields:

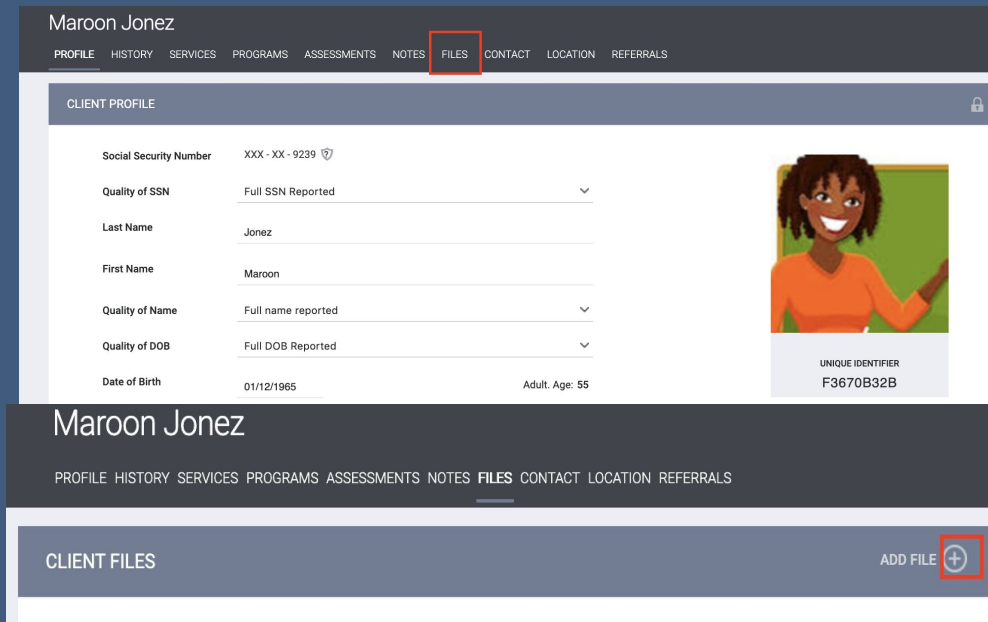
Social Security Number	XXX - XX - 0459
Quality of SSN	Full SSN Reported
Last Name	Duck
First Name	Daffy
Quality of Name	Full name reported
Quality of DOB	Full DOB Reported
Date of Birth	10/19/1999

Additional information includes 'Adult Age: 18' and a 'UNIQUE IDENTIFIER' of 'FAD1B36C1'. On the right side, the 'Household Members' section shows 'No active members' and a 'Manage' button. A red box also highlights the shield icon in the top right navigation area.

Release of Information: Reminder on Steps to Upload Files

3. To upload a client file Proceed through the following steps

- Select the Files Tab
- To add a file click the (+) icon right of *Add File*





The screenshot displays the client profile for Maroon Jonez. The top navigation bar includes tabs for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES (highlighted with a red box), CONTACT, LOCATION, and REFERRALS. Below the navigation bar, the CLIENT PROFILE section is visible, containing fields for Social Security Number, Quality of SSN, Last Name, First Name, Quality of Name, Quality of DOB, and Date of Birth. To the right of these fields is a cartoon illustration of a woman with dark skin and curly hair, wearing an orange shirt. Below the illustration is a box labeled UNIQUE IDENTIFIER with the value F3670B32B. At the bottom of the profile section, the text 'Adult: Age: 55' is displayed. Below the profile section, the CLIENT FILES section is visible, featuring an 'ADD FILE' button with a red box around the plus icon.

Maroon Jonez

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


CLIENT PROFILE


Social Security Number XXX - XX - 9239 

Quality of SSN Full SSN Reported 

Last Name Jonez

First Name Maroon

Quality of Name Full name reported 

Quality of DOB Full DOB Reported 


Date of Birth 01/12/1965 Adult: Age: 55

UNIQUE IDENTIFIER F3670B32B

Maroon Jonez

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

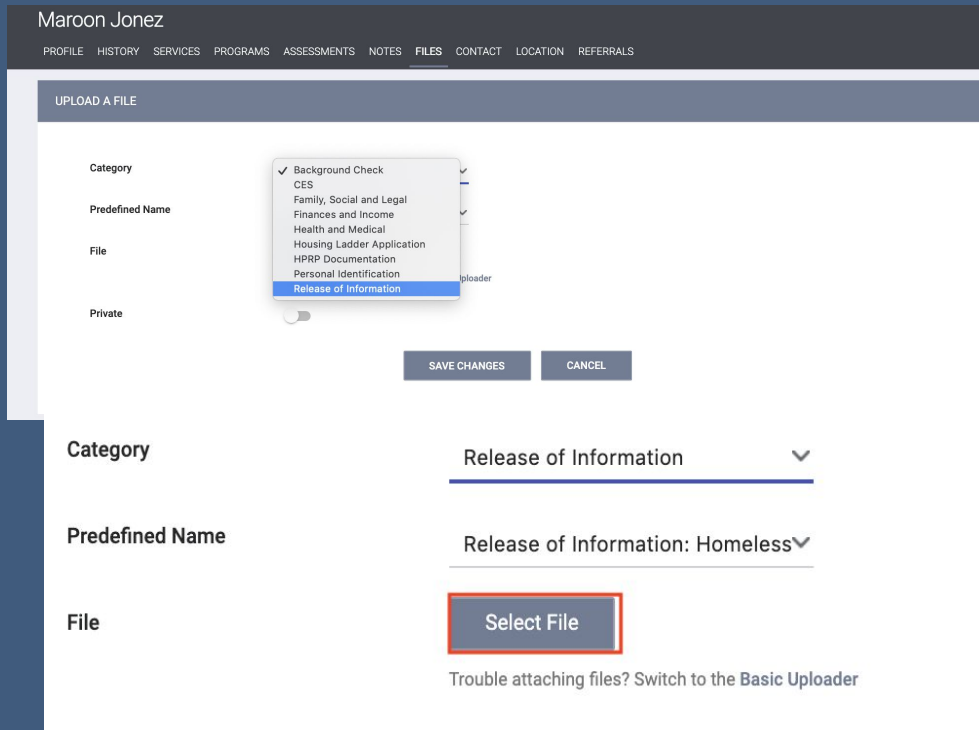
CLIENT FILES

ADD FILE 

Release of Information: Reminder on Steps to Upload Files

3a. Next:

- Select category option, Release of Information
- Click the Select File Icon
- The page will cascade forward to allow you to upload the signed Release of Information



Maroon Jones

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

UPLOAD A FILE

Category

Predefined Name

File

Private

Background Check
CES
Family, Social and Legal
Finances and Income
Health and Medical
Housing Ladder Application
HPRP Documentation
Personal Identification
Release of Information

SAVE CHANGES CANCEL

Category Release of Information

Predefined Name Release of Information: Homeless

File **Select File**

Trouble attaching files? Switch to the Basic Uploader

Reminder:

HSH is pleased to announce that as of July 1st, 2019, we have implemented new Release of Information forms for the Homelessness Response System. Individuals who interact with the Homelessness Response System will also receive a new Notice of Privacy Practice, which informs them of how their information may be used or shared by HSH and its partner agencies. Please note that individuals at organizations funded both by HSH and by the Department of Public Health (DPH) should continue to use the DPH Notice of Privacy Practices and have the HRS Notice of Privacy Practices available upon request until otherwise directed.

The **HSH Notice of Privacy Practice** describes how personal information about clients may be used and shared by the City and County of San Francisco's Department of Homelessness and Supportive Housing and its provider organizations, and the rights clients have about their information. The privacy notice does not need to be signed, but does need to be provided to the client. See the opening section for situations where agencies are funded both by HSH and DPH.

There are two new authorizations for Release of Information—one for benefits information from the Human Services Agency, and one for the Homelessness Response System.

1. **The Homelessness Response System Release of Information** grants permission for HSH and its partner agencies to create a client profile in ONE. Additionally, it explains how client information is collected in the ONE System and used by or shared to housing and service providers, which includes community-based organizations and government agencies (such as the Department of Public Health or the Human Services Agency). This form must be signed by the client and uploaded into the ONE system. If a client verbally consents but refuses to sign the form, there is a place for that to be noted on the form. If a client refuses to provide verbal or written consent, a ONE system profile may **not** be created and the client will be **limited** as to the services they are able to receive from the Homeless Response System.
2. **The Human Services Agency Release of Information** explains how the Department of Homelessness and Supportive Housing's Homelessness Response System City staff and its partners may access information on which, if any, public benefits clients receive from the Human Services Agency. This information can help determine eligibility for certain programs within the Homelessness Response System

Department of Homelessness Announcements



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

HSH Privacy Policy in Lieu of COVID-19

Privacy Policy

- Access point staff who are engaging with new clients and the interaction is happening remotely are required to do the following:
 1. Give verbal notice to the client re: Release of information documents
 - Please note, the COVID-19 Release of Information Process is contingent on the client providing *meaningful verbal consent*; staff are required to review the content of the HRS with the individual and offer to provide a written copy
 2. Upload the release of information in ONE with a note that the release of information form could not be signed due to COVID-19 distancing precautions

Release of Information: HSH Policy in Lieu of COVID-19

Signature (Client/Legal Representative): (See below)

Date: (Date of the conversation)

Print Name: (Print the name of the client)

If signed by an authorized person other than the client, indicate relationship: (Access Point Staff, etc.)

If a client/legal representative refuses to sign, staff to state the reason for refusal and add staff signature: Completed by (Access Point Staff) during COVID-19 Precaution Period. Client was unable to sign due to social distancing precautions.

System Data Quality Spotlight Report: *Program Details Report*

Spotlight Report: [GNRL-20] Program Details Report

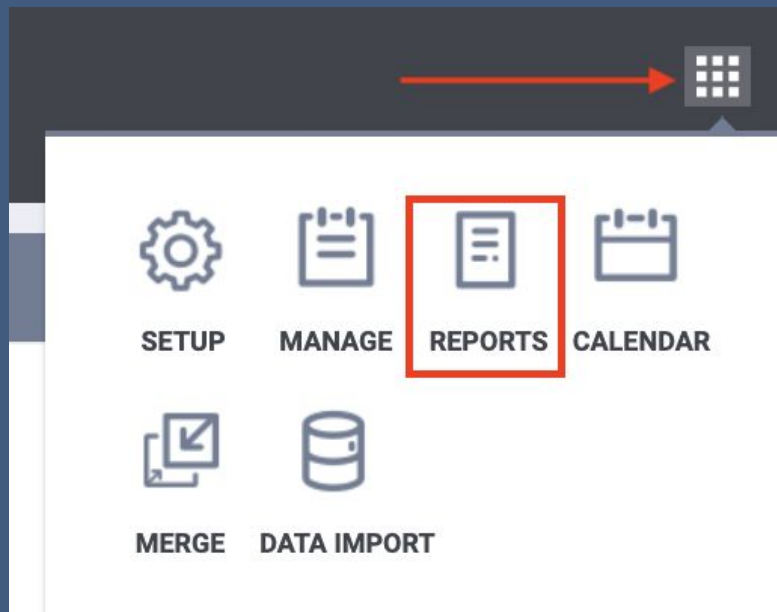
[GNRL-20] Program Details Report is a report that is based on project enrollments. Clients without an enrollment will not be included in the program Details report.

Purpose: The Program Details Report will return all fields and corresponding responses for the screens selected. Additionally, the report also provides some profile and Housing Services information, depending on the screen selected.

Spotlight Report: [GNRL-20] Program Details Report

How to Access The Program Details Report:

1. Log into the Clarity System & Access the Launcher Icon
2. Select Reports



Spotlight Report: [GNRL-20] Program Details Report

How to Access The Program Details Report:

3. Select Program Based Reports

4. Choose Program Details Reports

By selecting Run

Program Based Reports

23 report(s) ▼

[DQXX-102] Program Data Review	⌚ RUN 📅 SCHEDULE MORE INFO
[DQXX-121] Project Start Date > Project Exit Date	⌚ RUN 📅 SCHEDULE
[EMPL-101] Employment Report	⌚ RUN 📅 SCHEDULE MORE INFO
[EMPL-102] Employment / Education Report	⌚ RUN 📅 SCHEDULE MORE INFO
[EXIT-101] Potential Exits	⌚ RUN 📅 SCHEDULE MORE INFO
[EXPS-102] Program Service Expense Review	⌚ RUN 📅 SCHEDULE MORE INFO
[EXPS-103] Program Funding Source Financial Detail	⌚ RUN 📅 SCHEDULE
[GNRL-105] Program Participation Summary	⌚ RUN 📅 SCHEDULE MORE INFO
[GNRL-106] Program Roster	⌚ RUN 📅 SCHEDULE MORE INFO
[GNRL-115] Length of Stay at Prior Living Situation Comparison	⌚ RUN 📅 SCHEDULE
[GNRL-220] Program Details Report [2019]	⌚ RUN 📅 SCHEDULE

Spotlight Report: [GNRL-20] Program Details Report

The Following Report Parameters are required for the program Details Report

5. Select your corresponding Parameters

6. Select Submit

REPORT LIBRARY

Program Based Reports > [GNRL-220] Program Details Report [2019]

Project Type(s) Choose...

Program Status Choose...

Program(s) Choose...

Screen Type All Screens Data

Enrollments Active Enrollments

Report Date Range __/__/__ - __/__/__

Report Output Format ☒ Zip with XLSX

SUBMIT



Choose...

All Programs
Active Programs
Inactive Programs

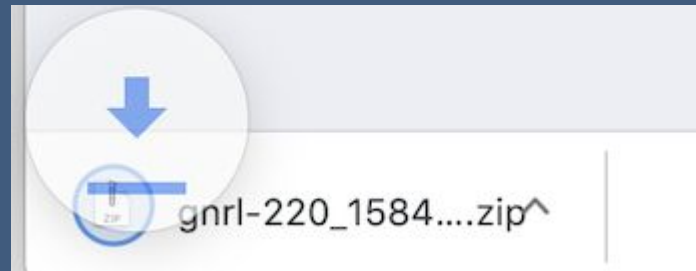


Choose...

All Screens Data
Entry Data
Status Assessment Data
Annual Assessment Data
Current Living Situation
Exit Data
Follow-Up Assessment Data

Spotlight Report: [GNRL-20] Program Details Report

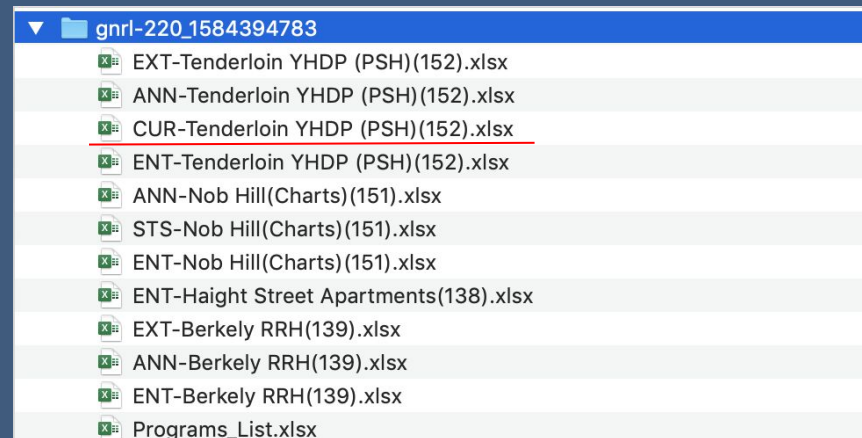
The Program Details report is only exportable in Zip Format.



7. Select Download to open the zip file

- You will notice that the zip file has now run separate excel reports for each program/screen

8. Open the report you would like to work with by clicking on the corresponding file



Has a subsequent residence been identified?	Does individual or family have resources or support networks to obtain other permanent housing?	Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days?
Yes	No	No

[illegible]

Community Announcements

HSH Announcements: Access Point adjusted schedules

Coordinated Entry Access Point Update 2020-03-18

San Francisco Coordinated Entry Access Points continue to provide Housing Navigation and Problem Solving via email, phone and Skype.

Some Access Points for people experiencing homelessness are not currently open to the public. **The following Access Points are open and serving people experiencing homelessness in person at the following hours:**

Adult Access Point Location

1138 Howard
San Francisco, CA 94103
415-487-3300 x7000

Monday	9:00 am – 4:30 pm
Tuesday	9:00 am – 4:30 pm
Wednesday	9:00 am – 4:30 pm
Thursday	9:00 am – 4:30 pm
Friday	9:00 am – 4:30 pm

Family Access Point Locations

Bayview Access Point
Catholic Charities
1641 LaSalle (at 3rd Street)
San Francisco, CA 94124
415-430-6320

Monday	8:30 am – 7:00 pm
Tuesday – Friday	8:30 am – 5:00 pm

Mission Access Point
2871 Mission Street (at 24th Street)
San Francisco, CA 94110
415-972-1281

Monday – Thursday	8:30 am – 5:00 pm
Friday	8:30 am – 7:00 pm

Please update your staff team and the people experiencing homelessness that you serve.

Thank you.

HSH Team



HSH: Family Shelter Extensions due to COVID-19

Subject: Family Shelter Extensions due to COVID-19

Dear Colleagues,

As was mentioned on our call on Wednesday we are moving forward with Family Shelter Extensions due to COVID-19.

Based on information and guidance from the San Francisco Department of Public Health, HSH is making a one-time adjustment to the Family Shelter Extension Policy.

For households whose stay is ending between now and 4/30/2020, please give these clients an additional 30 days regardless of whether they are actively working on a rapid rehousing or psh referral.

If the household shelter stay ends 5/1/2020 or later do not grant an extension at this time unless they meet the requirements outlined in the Family Shelter Extension Policy.

Please inform the clients you extend with the additional 30 days.

Also, please know that shelter rules, warning for inappropriate actions and denials of service are still to be handled the same way.

If you have questions please reach out to me.

Thanks,

Elisabet

Elisabet Medina, MSW (pronouns: she/her)

Family Shelter & Transitional Housing Program Manager

Department of Homelessness and Supportive Housing

elisabet.medina@sfgov.org



HSH Announcements:



- Please visit [LinkSF](#) to check the hours of operation for community services and resources in your neighborhood.
 - URL to LINKSF:
<https://t.e2ma.net/click/aw6gwb/6075aph/agg10d>
 - For guidance on how to update services information on Link SF:
<https://t.e2ma.net/message/efcxwb/v6g2qfh>

Please help Link-SF stay up to date

HSH is partnering with the [Tenderloin Technology Lab](#) at St. Anthony's to maintain up-to-date information on [Link-SF](#), a community directory of services that are available for people who are low-income or experiencing homelessness. In order to keep information about resources as accurate as possible during the COVID-19 crisis, we are asking for your help.

If your agency provides access to any of the following services, we want to make sure the most up-to-date information is available for the public:

Shelter

Problem Solving & Coordinated Entry

Food

Hygiene

Medical

Technology

Please email info@tenderlointechnologylab.org with "LinkSF update" in the **subject line** and include the following information in the body of your email:

Agency name

Service category (Shelter, Coordinated Entry, Food, Hygiene, Medical, Technology)

Address

Current open hours (may vary by service and site -- please specify)

Telephone

Website

Any additional notes

If you need assistance or have any questions, please email laura.jessup@sfgov.org.

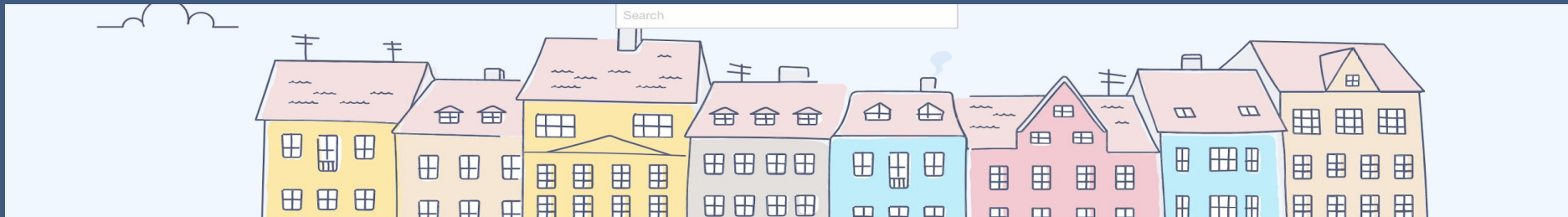
Community Resources

Community Resources:

Expensify.org/hunger

“These are unprecedented times, and it's inspiring to see communities rising to the challenge. However, not everyone has the resources to “shelter in place” especially the millions of people in the Supplemental Nutrition Assistance Program (SNAP). Living paycheck to paycheck is hard when millions of businesses around the nation are closing down indefinitely, and hourly workers (including those dependent upon tips) are the hardest hit. In particular, families with kids whose primary meals happen at school are especially vulnerable when those schools shut down.

With this in mind, Expensify.org is going to temporarily redirect all of its charitable funds to Expensify.org/hunger. With its ability to reimburse volunteers directly in real-time, Expensify.org is uniquely positioned to help families in need immediately. Until today, this fund was focused on paying off kids' “lunch debts”, but with schools closed around the nation, that isn't the top priority. Instead, we're devoting everything to a new **program: matching SNAP grocery purchases up to \$50 per family.**”



Community Resources:

How does it work?

1. Purchase food as normal with your SNAP card
2. Download Expensify on iOS or Android, for free
3. Join the Expensify.org/hunger policy
4. SmartScan the receipt, which will tell us how much you paid and show that it was paid for with an Electronic Benefits Transfer (EBT) card
5. Submit it to volunteer@expensify.org
6. Set up your bank account to receive the funds
7. So long as we have funds available, we will reimburse up to \$50 per family (one time), the very next day.

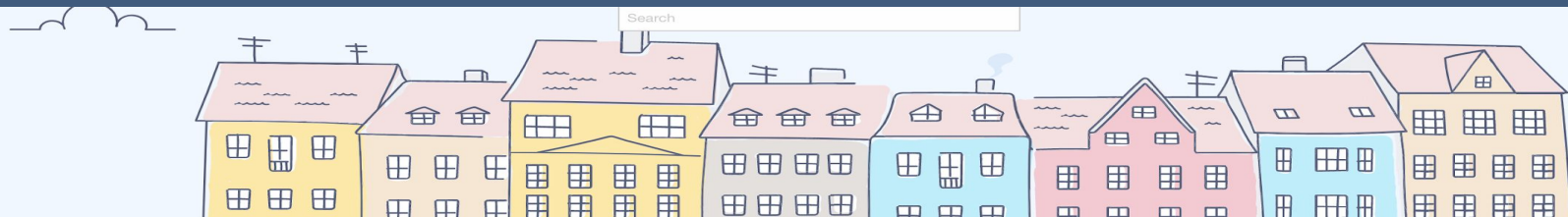
“To be clear, we can't commit to reimbursing every single person in need — we have no idea how many people will do this, and unfortunately, we don't have unlimited funds. We also don't know how long this crisis will last and how far our brand new charity's resources will stretch. But we're going to do what we can with the funds donated on behalf of Expensify Cardholders via the Karma Points feature, as well as by the extremely generous donors who have signed up for our Corporate and Personal Karma programs.”



Community Resources:

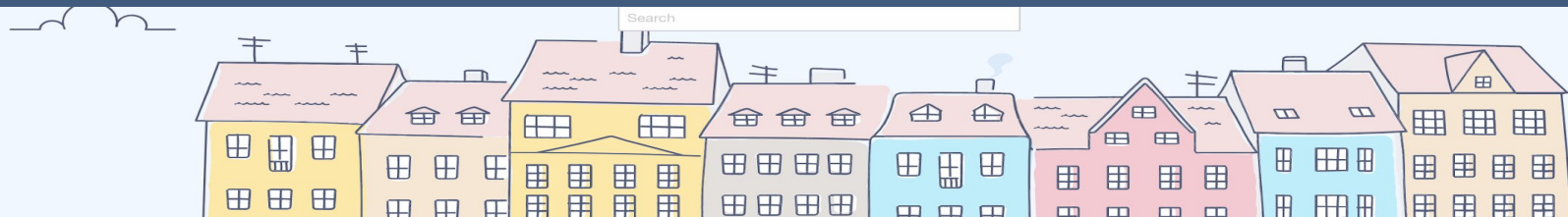
Written links to expensify steps:

- **Expensify.org/hunger**
 - a. [Download Expensify for IOS/Android:](https://community.expensify.com/discussion/4699/how-to-download-the-mobile-app/p1?new=1)
<https://community.expensify.com/discussion/4699/how-to-download-the-mobile-app/p1?new=1>
 - b. <https://www.expensify.org/hunger#reimbursement>
 - c. Smart Scan the receipt:
<https://community.expensify.com/discussion/5541/deep-dive-what-is-smartscan-and-how-it-works/p1?new=1>
 - d. <https://community.expensify.com/discussion/5984/the-case-for-karma-points-the-only-card-reward-that-makes-a-difference>



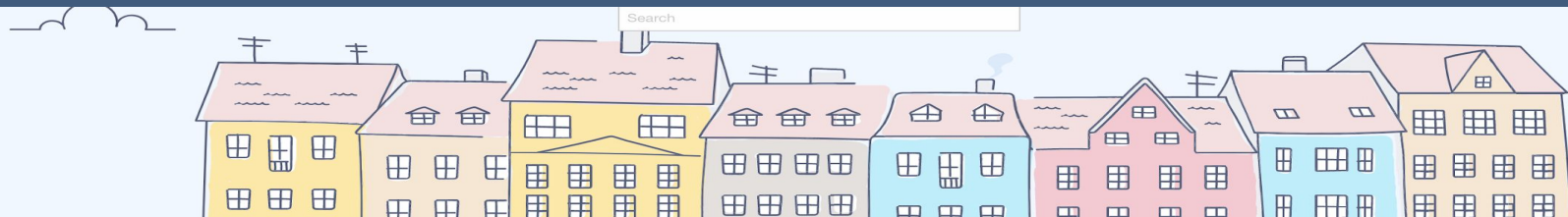
Community Resources:

- SF Food Runners are working hard to distribute food donations (which are often perishable and in need of quick distribution and consumption). Please connect with them at dispatcher@foodrunners.org and if you need additional assistance in making this connection please email: [440 Turk@sfgov.org](mailto:440Turk@sfgov.org).
 - URL to Food Runners: (<https://t.e2ma.net/click/aw6gwb/6075aph/y2n10d>)
- Through the end of March, SFMTA will suspend the enforcement of 72-hour parking limit and towing, residential permit parking permits, commuter shuttles, peak-hour tow-away zones, and street cleaning. MTA will continue to enforce fire hydrant zones, red and yellow zones, "No Stopping" or "No Parking" zones, parking meters, blocked driveways and double parking, and parking in bike or transit lanes. Find [complete MUNI COVID-19 updates](#) on the SFMTA website.
 - URL to MUNI COVID-19 Updates: (<https://t.e2ma.net/click/aw6gwb/6075aph/evo10d>)



Community Resources:

- DPH has issued a health order mandating a **moratorium on routine medical appointments and elective surgery**.
 - URL to Health Order: (<https://t.e2ma.net/click/aw6gwb/6075aph/unp10d>)
- San Francisco Superior Court will be drastically curtailing its operations for the next 30 days: **nearly all trials and other proceedings will be continued, stayed, or rescheduled for from 30 to 90 days, including most eviction proceedings**. See the Court's website for details.
 - URL To Court website: (<https://t.e2ma.net/click/aw6gwb/6075aph/60r10d>)



Community Resources:

1. Department of Homelessness and Supportive Housing Website

- a. Practices to protect against seasonal flu (Poster in multiple languages):

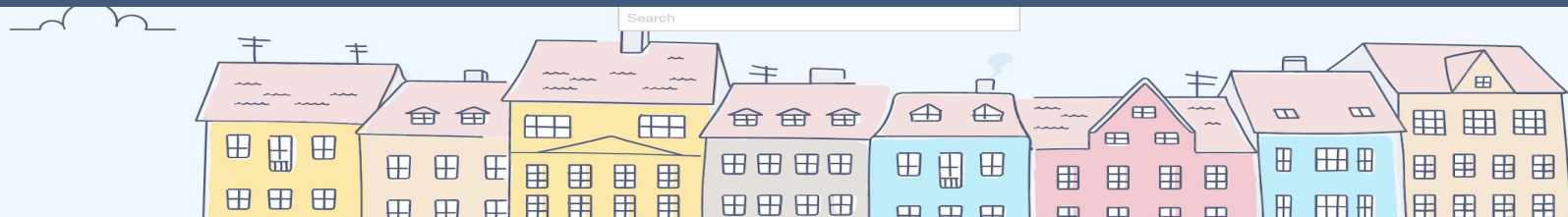
URL: <http://hsh.sfgov.org/wp-content/uploads/public-health-recommendations-poster-2-25-20-11-x-17-1.pdf>

- b. DPH Guidance for Providers, and remember to sign up for the City's alert service for official updates: text COVID19SF to 888-777.

URL: <https://t.e2ma.net/click/aw6gwb/6075aph/mts10d>

- c. For HSH COVID-19 updates please sign up here:

<https://app.e2ma.net/app2/audience/signup/1912521/1910936.98493592/>



Community Resources:

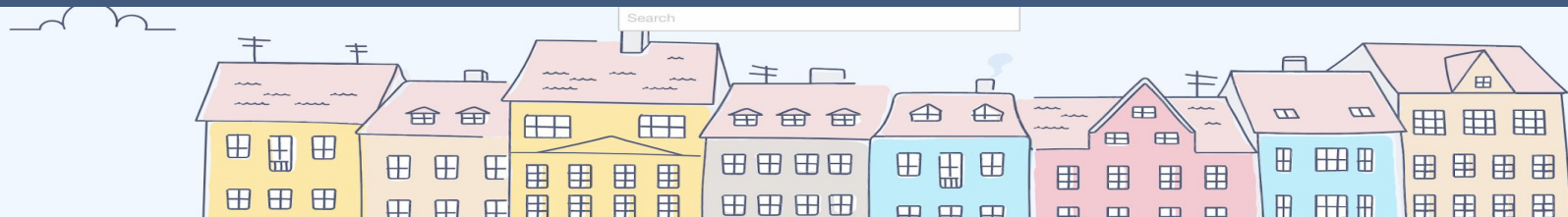
1. Bitfocus Resource:

Responding to COVID-19: Strategies for Managing Infectious Disease Outbreaks Using HMIS

- URL: (<https://get.clarityhs.help/hc/en-us/articles/360044468694-Responding-to-COVID-19-Strategies-for-Managing-Infectious-Disease-Outbreaks-Using-HMIS>)

2. United States Department of Health and Human Services Guidance on Telehealth

- URL: (<https://www.hhs.gov/about/news/2020/03/17/ocr-announces-notification-of-enforcement-discretion-for-telehealth-remote-communications-during-the-covid-19.html>)



Community Resources:

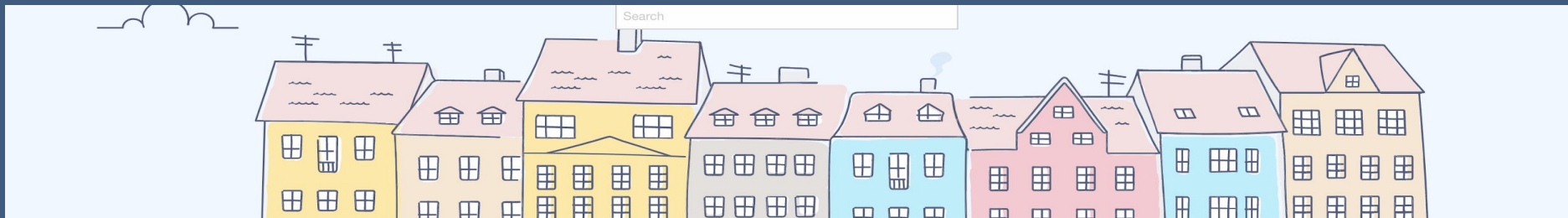
ONESF Help Center Website

<https://onesf.clarityhs.help>

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211



Questions and Answers:

1. Are Youth Access Points still open?

- a. **Yes:** For more information on hours of operation, please contact the access points directly or your HSH Program Managers:
 - i. **3rd Street** (www.3rdstyouth.org)
 - ii. **Homeless Youth Alliance:** (<http://www.homelessyouthalliance.org/hours-schedule/>)
 - iii. **Larkin Street** (<https://larkinstreetyouth.org/>)

2. Compass Family Services COVID-19 hours

- a. In response to the COVID-19 public health crisis, Compass has reduced in-person staffing at Compass facilities to only essential functions. Other staff members, are continuing to work, but in a remote capacity. We anticipate returning to standard operations starting on April 8th, pending any changes in government recommendations.

3. Can you save a report in the ONE System?

- a. Yes. Reports are temporarily saved in the ONE System. You must fully run the report then open the report before running the next report. If you are choosing to run 2 of the same report, the system will save the most recent report only
- b. **The system also allows for you to save reports to your computer using the download feature**

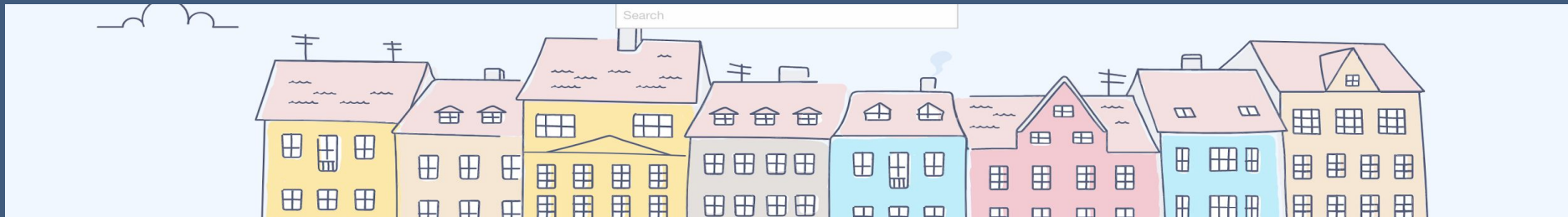
Questions and Answers:

3. How do I schedule canned reports?

- a. Agency leads can schedule canned reports so that it is waiting for users. Bitfocus and HSH encourages ongoing use of canned reports as these are helpful tools for ongoing continuous data quality/monitoring.

- i. For More information on how to schedule a report visit our [Bitfocus Help Center](#)

URL: <https://get.clarityhs.help/hc/en-us/articles/115000467548-Running-Reports>



Thank you, from your San Francisco Team!



**Ja Eun Guerrero
Huh, LCSW**
Senior Project
Administrator



**Shatae Jones,
LCSW**
Deputy Project
Administrator



Sara Hoffman
System Analyst

