



Monthly Agency Leads Meeting

San Francisco, April 2025

Today's Agenda

Welcome!

System Updates

Eligibility and Unit Assignments

Reminders From the Help Desk

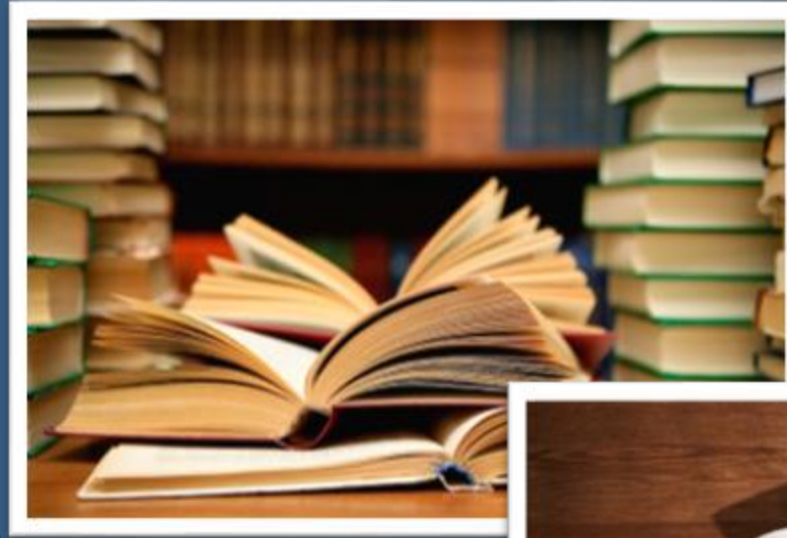
SF Help Website Training Pages

Announcements

Wrap Up & Future Meeting Discussion

Welcome!

- > Do you read or listen to podcasts? What was the last book or article you read or listened to?
- > Please share your name, pronouns, and agency when responding.



System Updates

---> Federal Reporting Season is *Still* Ongoing:

---> **SPM**: Completed and submitted on time!

---> **HIC/PIT**: Opening date to submit coming soon...

---> Official HIC/PIT for SF to occur on Jan 28, 2025

---> *Program Eligibility* Turned On System Wide on April 21st.

---> Primarily affects referrals and inventory unit assignments



Eligibility and Unit Assignments

What is Eligibility?



- Programs in ONE can have eligibility settings set up to determine who can be referred to and/or occupy units within the program.
- Most common factors to determine eligibility is client demographic data and assessment responses
 1. Assessment responses from the assessment used to put them on the community queue and make their referral. Including
 - Chronic Homelessness calculation
 - Disabilities
 2. Client demographic data includes
 - Age
 - Gender
 - Veteran Status

How does Eligibility affect Unit Assignments?

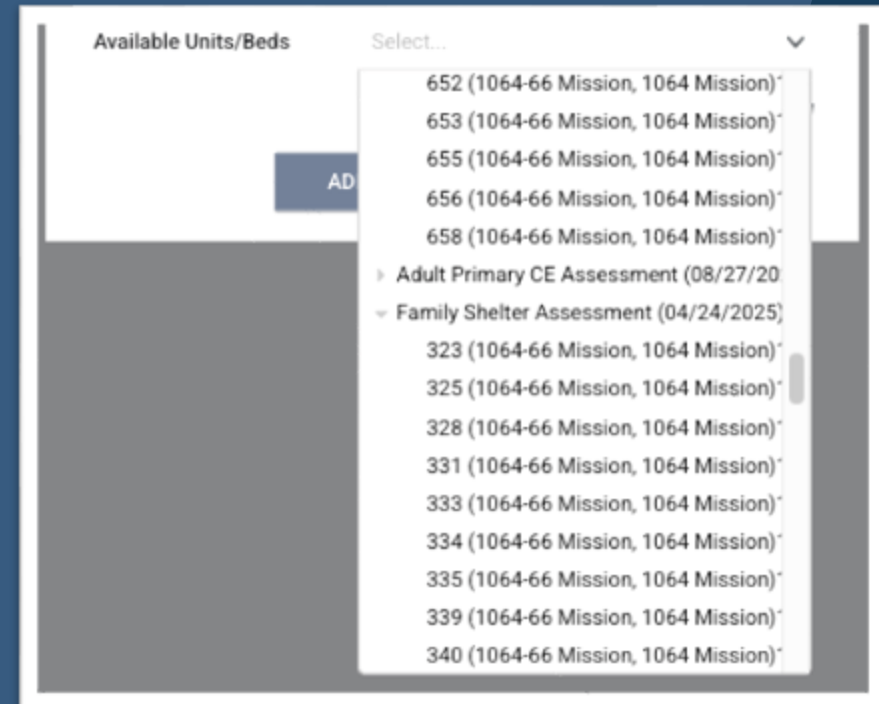
- Now that program eligibility is enabled, unit assignments will check a client's eligibility when you reassign a unit within the client's enrollment.
 - Can cause slower loading and make it difficult to find the unit you are trying to assign.
- A client's eligibility for a program is already confirmed before a referral is made.
- No need for the staff assigning the units to have to verify eligibility again



Available Units/Beds Select...

- Administrative CE Prioritization Assessment
- Adult Primary CE Assessment (08/27/2024)
- Family Shelter Assessment (04/24/2025)
- Client Profile Only

AD



Available Units/Beds Select...

- 652 (1064-66 Mission, 1064 Mission)*
- 653 (1064-66 Mission, 1064 Mission)*
- 655 (1064-66 Mission, 1064 Mission)*
- 656 (1064-66 Mission, 1064 Mission)*
- 658 (1064-66 Mission, 1064 Mission)*
- Adult Primary CE Assessment (08/27/2024)
- Family Shelter Assessment (04/24/2025)
- 323 (1064-66 Mission, 1064 Mission)*
- 325 (1064-66 Mission, 1064 Mission)*
- 328 (1064-66 Mission, 1064 Mission)*
- 331 (1064-66 Mission, 1064 Mission)*
- 333 (1064-66 Mission, 1064 Mission)*
- 334 (1064-66 Mission, 1064 Mission)*
- 335 (1064-66 Mission, 1064 Mission)*
- 339 (1064-66 Mission, 1064 Mission)*
- 340 (1064-66 Mission, 1064 Mission)*

AD

What you can do:

The screenshot shows the 'ADD UNIT/BED' form with the following fields and values:

- Start Date: 04/09/2025 12:00 AM
- End Date: (empty)
- Eligibility Override: ☒ (highlighted in yellow)
- Eligible For Partial Dates: ☐
- Available Units/Beds: Select... (dropdown menu open)

The dropdown menu for 'Available Units/Beds' shows the following options:

- 107 (Le Nain Hotel, Le Nain Hotel)1
- 108 (Le Nain Hotel, Le Nain Hotel)1
- 109 (Le Nain Hotel, Le Nain Hotel)1
- 110 (Le Nain Hotel, Le Nain Hotel)1
- 111 (Le Nain Hotel, Le Nain Hotel)1

A green callout box labeled 'Preferred option' points to the 'Eligibility Override' toggle.

The screenshot shows the 'ADD UNIT/BED' form with the following fields and values:

- Start Date: 04/09/2025 12:00 AM
- End Date: (empty)
- Eligibility Override: ☐ (circled in red)
- Eligible For Partial Dates: ☐
- Available Units/Beds: Select... (dropdown menu open)

The dropdown menu for 'Available Units/Beds' shows the following options:

- TAY Eligibility Assessment (02/11/2025)
- Client Profile Only (highlighted in yellow)
- 107 (Le Nain Hotel, Le Nain Hotel)1
- 108 (Le Nain Hotel, Le Nain Hotel)1

A pink callout box labeled 'Inefficient option' points to the 'Eligibility Override' toggle.

→ If a client is already enrolled in a program and then changes unit, you should use the **Eligibility Override** toggle before looking for the desired unit/bed

→ If you don't use the "Eligibility Override", the units/beds should still be accessible but will be nested under any recent assessments or a "Client Profile Only" heading

Reminders From the Help Desk

Personally Identifiable Information (PII)

Reminder: Client Confidentiality/Privacy



- Please only the Clarity Unique Identifier (UID) when submitting any requests instead of using a client's Personally Identifiable Information (PII) (e.g. *name, SSN, DoB etc*)
- Additionally, please ensure to block out PII from any screenshots, reports, or files you send to us
- Using the Unique Identifier instead of personal information helps us ensure your data remains secure

Releases of Information Uploads

- ONE is set up so only one ROI is needed per client.
 - ONE will not allow for overlapping ROIs
 - Please do not extend the length of an ROI within ONE to be longer than what is already listed.
- If a new ROI needs to be added, the previous ROI must be ended the the day before the new one starts.
- Staff can only end ROIs uploaded by agencies they have access to.
 - If you or your staff do not have access to an agency, send a help desk ticket to have the ROI ended.

RELEASE OF INFORMATION					ADD RELEASE OF INFORMATION (+)
Permission	Type	Start Date	End Date	Version	
Yes					
TRAIN - Episcopal Community Services CA-501	Verbal Consent	01/09/2024	01/09/2027	V.4	

RELEASE OF INFORMATION

Permission

Yes

▼

Start Date

04/27/2025

📅

End Date

04/27/2025

📅

Documentation

Verbal Consent

▼

SAVE CHANGES

CANCEL

Only 1 ROI can be added per active Start/End Date

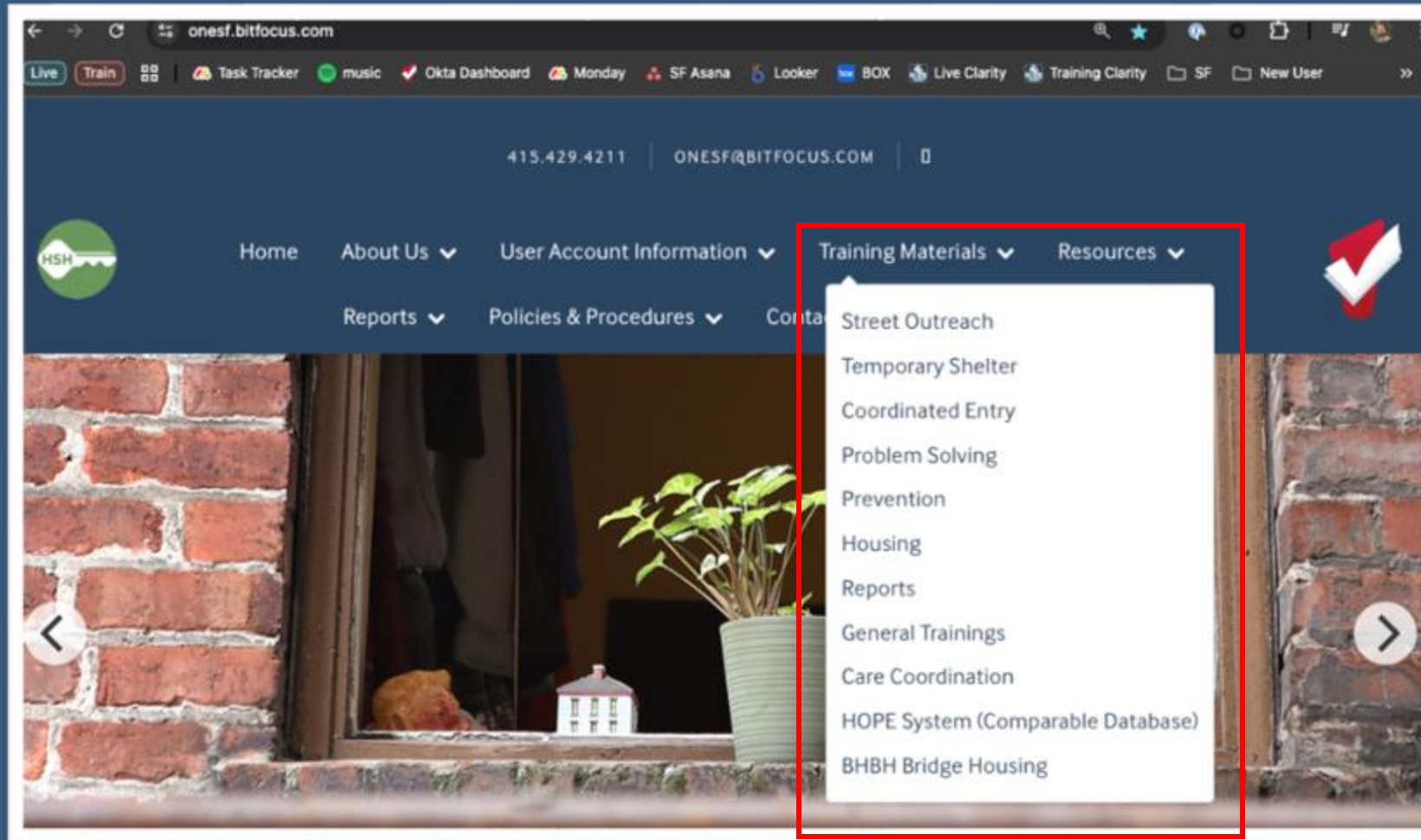
Support Tip: Please Create a New Ticket for Each New Request

- Please create new tickets for each new issue, request or support question, rather than replying to an old ticket.
- This ensures better tracking and support for each issue and to make previous tickets easy to find and reference.



SF Help Website Training Pages

SF Help Website Training Pages



SF Help Website Training Pages

Housing

Permanent Supportive Housing Providers and Property Managers


- ✓ [Site-Based PSH Housing Toolkit](#)
- ✓ [Site Based Inventory - Training Slides](#)
- ✓ [Site Based Inventory - Training Video](#)
- ✓ [Annual Assessments, Eviction Notices & Unlawful Detainers, and Exit Reasons – Slides](#)
- ✓ [Annual Assessments, Eviction Notices & Unlawful Detainers, and Exit Reasons – Training Video](#)

MHSA

- ✓ [MHSA Service Triage Sheet](#)
- ✓ [MHSA Service Workflow Training Slides](#)
- ✓ [MHSA Service Workflow Training](#)
- ✓ [MHSA No Service Workflow Training Slides](#)
- ✓ [MHSA No Service Workflow Training Video](#)

Scattered Site Training Documents


- ✓ [Scattered Site Training Video - Part 1](#)
- ✓ [Scattered Site Training Video - Part 2](#)
- ✓ [Scattered Site Training Video - Part 3](#)



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

ONE System Housing Inventory

Final Phase Go Live – Housing Providers
February 28, 2024





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

ONE System Housing Toolkit

Site Based Permanent Supportive Housing
Updated March 2024

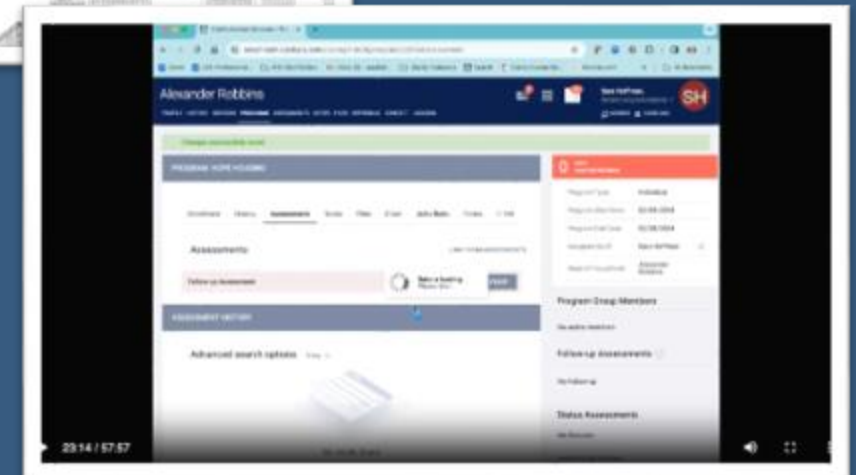
This toolkit contains materials designed to help you complete your necessary work in the ONE System. You can access additional topics using the table of contents below.

There are additional resources available to you on the [ONE System Help Site](#) and the [Software Center](#). [System Access Information](#). This toolkit focuses on the Plan workflow and is not exhaustive, so any knowledge you have from other City Department information on topics like Homelessness Response System, [Service Providers](#), and [Data Access](#).

If you or your customer have questions or concerns that are not addressed in this toolkit or within the ONE System Help Site, please contact the ONE System support team at one@cityofsf.org or your HSA Program Manager.

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Helpful Resources



ONESF Help Center Website

- onesf.bitfocus.com

Bitfocus Help Center

- help.bitfocus.com

Bitfocus Helpdesk

- onesf@bitfocus.com
- 415.429.4211



Don't forget about Office Hours!

- ONE System Office Hours occur every 4th Tuesday of the month at 2pm
- Available to everyone who is a user of the ONE System
- No problem too big, no question too small!
- Register at [bitfocus.zoom.us/meeting/register/tZcrce-rqTouHNZejrOoeyxlgx7faH4_LdNK#/registration](https://bitfocus.zoom.us/join/tZcrce-rqTouHNZejrOoeyxlgx7faH4_LdNK#/registration)

Announcements

Monthly Office Hours:

- April 22 @2pm
- May 27 @2pm

Next Agency Leads Meetings:

- June 23 @10:30am
- July 28 @ 10:30am

Registration Links: onesf.bitfocus.com



Thank You From Your SF Team!



Regina Abadajos
Senior Project
Administrator
rabadajos@bitfocus.com



Paul Devencenzi
Deputy Project
Administrator
pauld@bitfocus.com