Monthly Agency Leads Meeting

San Francisco, February 2024

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Today's Agenda

- Welcome!
- System Updates
- Deep Dive into ONE: Households
- Announcements
- Discussion: Future Agency Lead Meetings

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Welcome!

If you could try any job/career, even for just one day, what would it be?

⇢Please share your name, pronouns, and agency when responding.

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System Updates

- Housing Inventory Final Phase Go-Live: March 12, 2024
- Federal Reports:
  - LSA submitted accurately and on-time (Thank you!)
  - PIT Count completed on Jan 30
- ROI Report Update
  - Can run the report in ONE (linked here), but due to access permissions, report will only display clients whose ROIs were created by your agency (or agencies you have access to)
  - **Can also opt into a complete ROI list for your agency sent to you on a monthly basis**
    - **Please respond in chat with your email address if you'd like to opt in**

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Deep dive into ONE: Households

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Household Overview

- A household can be a single person or a group of people who apply together for assistance
- Household information is useful in helping us understand important information about our system
  - Who is being served? What is their household composition like (single adult, family, child, youth, etc)?
- Household composition particularly important for reporting, locally and federally (are we serving the right household types for this grant?)
- Households in ONE are managed both at the client profile and within each client enrollment
- Each Household must have a singular Head of Household (HoH) designated
  - All others within the household must have their relationship to the HoH designated

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Head of Household

- Head of Household (HoH) identifies a person to whom all other household members can be linked to
  - The information is used to identify the enrollment, and count households served
- HoH not necessarily the “leader” of the household
  - Most often, the designated HoH is the individual who is eligible for program assistance

HoH Rules

- If the household contains adults and children, an adult must be indicated as the HoH
- There must be 1 designated HoH (and 1 only)
  - Only 1 HoH can be designated at a time per household
- All relationships to the HoH must be recorded (i.e. child, wife, etc)
- If the designated HoH leaves the household, another HoH must be designated, and the remaining members must have their relationship to the HoH updated

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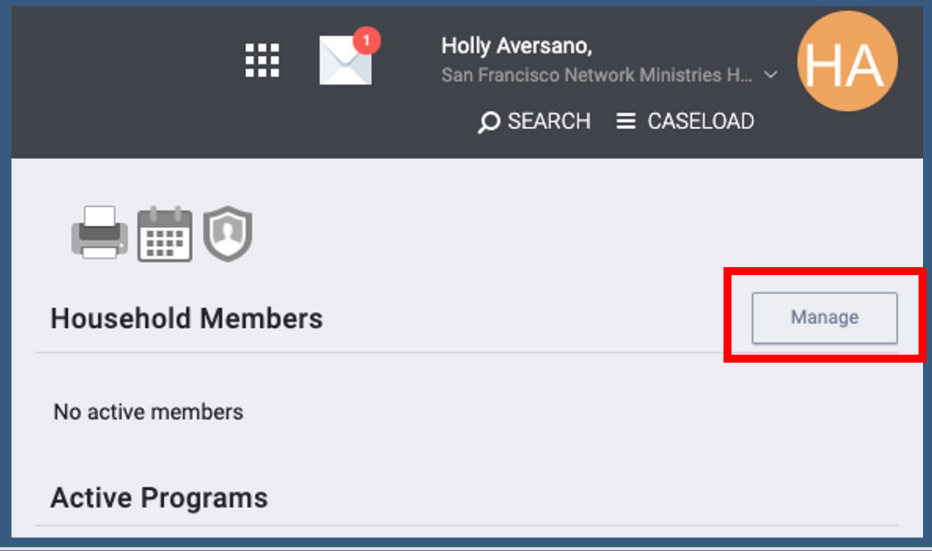
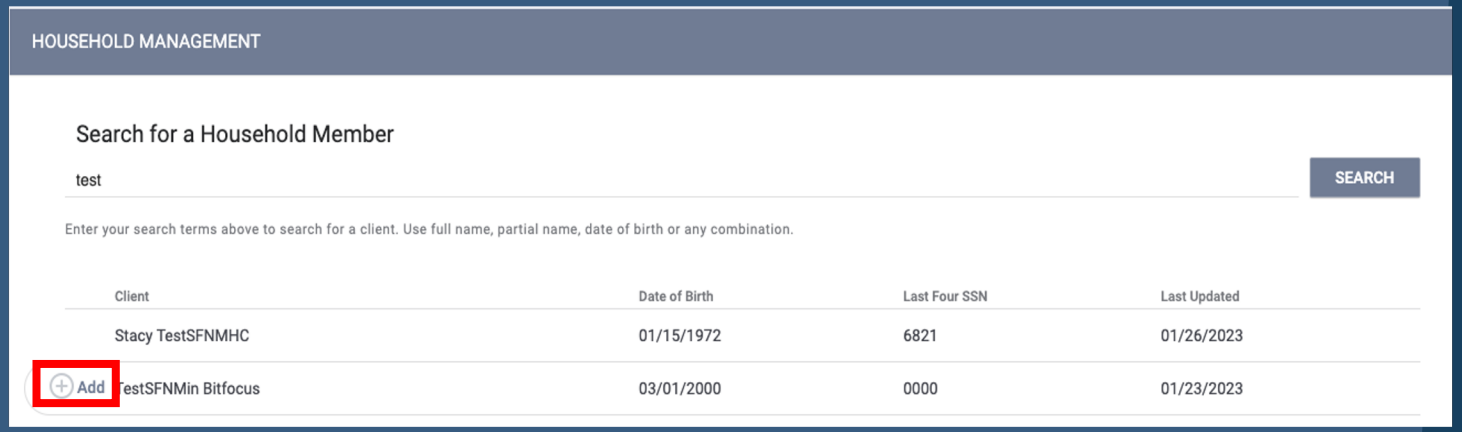
Managing Households in ONE: Client Profile

- You can add and remove household members on the client profile
- Not included in federal reports, but is a necessary step when enrolling households of 2 or more people into a program
- Be sure to indicate a Head of Household
  - Member Type should always reflect the relationship to the Head of Household





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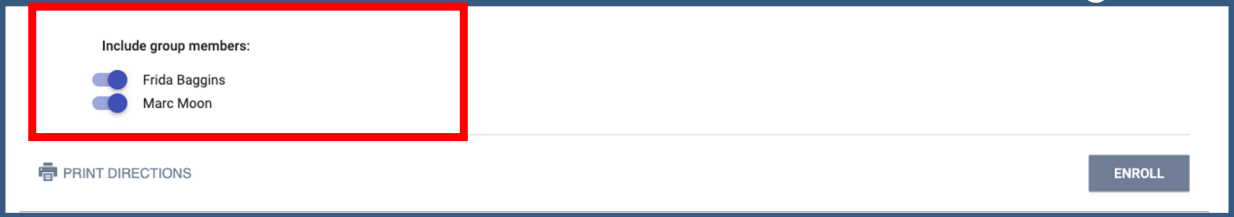
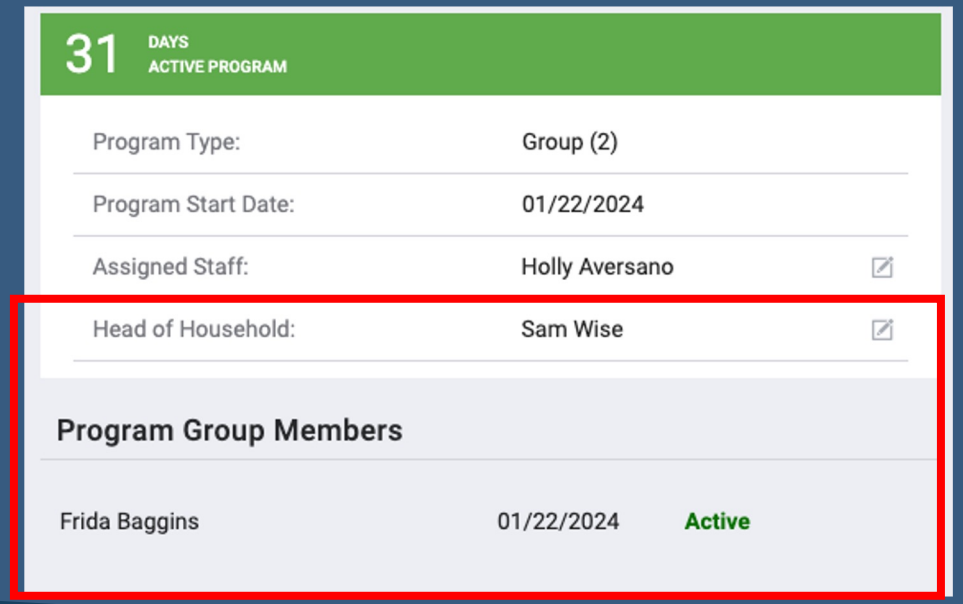
Managing Households in ONE: Client Enrollment

⇢ You can add and remove household members while enrolling a client into a program:



⇢ Or within an active program enrollment:



**Household members must be added as members at the client profile first before appearing as available members to add to an enrollment*

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Managing Households in ONE: Client Enrollment (cont)

- Enrollment Household information is a huge aspect within federal reporting
  - How many households are we reporting per program
  - Does household composition match the inventory? (i.e. are we serving Families in a Family PSH project?)
- Important to be sure that each enrollment has a Head of Household designated
- When exiting a Head of Household, will need to designate a new HoH before the system will allow you to complete the exit

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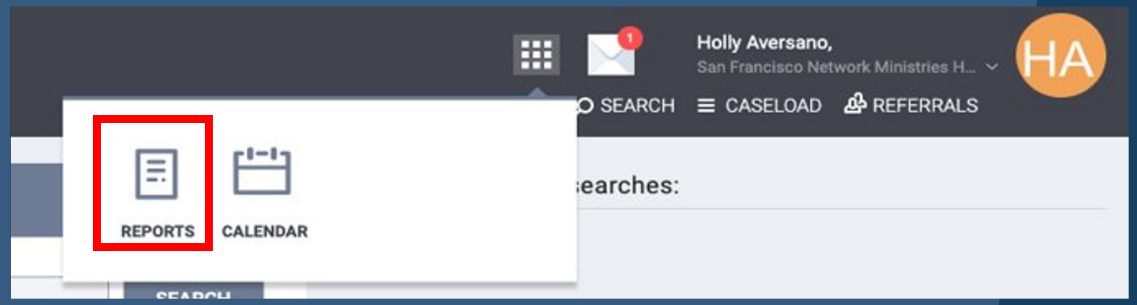
Helpful Reports



Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A
Program: Example Housing Program									
Potter, Glenn	**82F20C4DB**	05/05/1945	78	78	05/08/2023	-	291	05/08/2023	0
Fish, Goldie	**D8A09E9B9**	03/03/1993	30	30	01/22/2024	-	32	01/22/2024	0
Moon, Marc	**BA44298E3**	05/05/1995	28	28	08/07/2023	-	200	08/07/2023	0
Wise, Sam	**A07FA1773**	02/02/1992	31	32	01/22/2024	-	32	01/22/2024	1
Baggins, Frida	337A18C03	03/03/2023	0	0	01/22/2024	-	32	01/22/2024	0

- [GNRL-106] Program Roster
- Useful in identifying household compositions for individual enrollments
  - Groups Households together
  - HoH Unique Identifiers are in bold text
- Can send any requests to fix enrollment or household data to the Help Desk: onesf@bitfocus.com

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Announcements

Monthly Office Hours:

- February 27 @ 2pm
- March 26 @2pm

Next Agency Leads Meetings:

- March 25 @10:30am
- April 22 @10:30am

Registration Links: onesf.bitfocus.com

Future Agency Lead Meetings

How can we:

- Empower you to become experts in the ONE System and SF's Homeless Response System?
- Create a network of agency leads to provide mutual support?

What content is interesting and/or helpful?

Helpful Resources

ONESF Help Center Website

- onesf.bitfocus.com

Bitfocus Help Center

- help.bitfocus.com

Bitfocus Helpdesk

- onesf@bitfocus.com
- 415.429.4211

Thank You From Your SF Team!

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