Monthly Agency Leads Meeting

San Francisco, July 2023

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Today's Agenda

Welcome!

Overview of 2024 HUD Data Standards

Release of Information (ROI) Management

System Updates

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Welcome!

What is your favorite game (as a child and/or adult)?

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

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2024 Data Standards Updates

Agency Leads Meeting

July 24, 2023

Today's materials

- Context and Takeaways
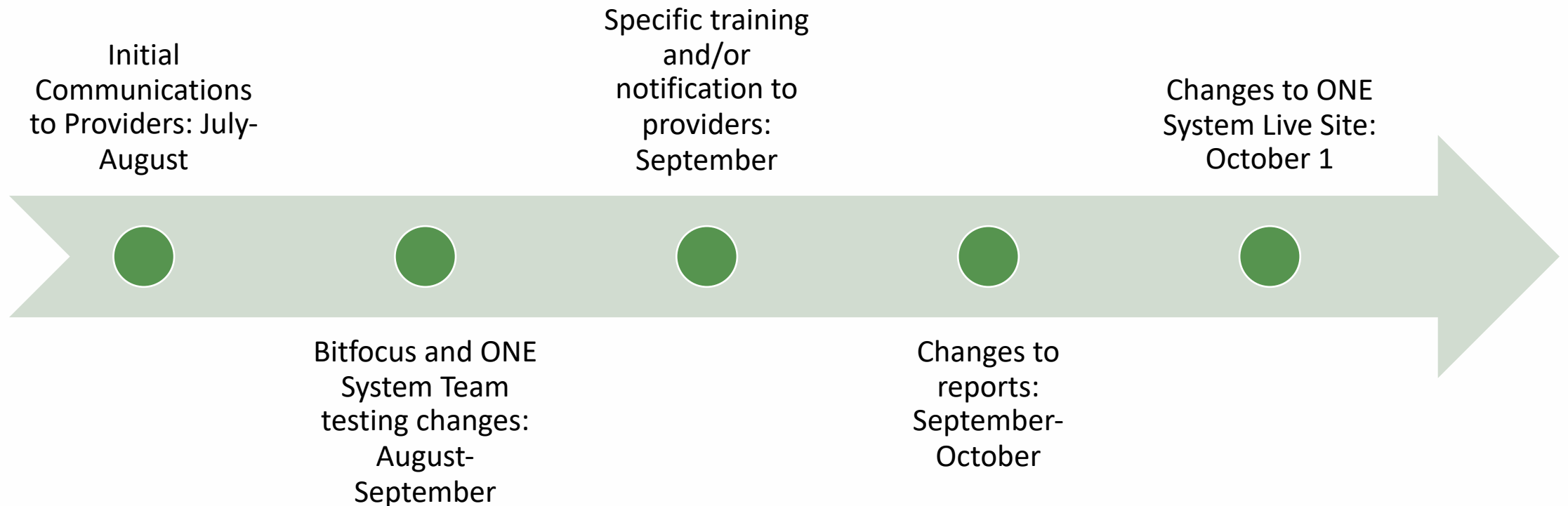- Timeline
- Specific Data Changes

Context and Key Takeaway

🔑 Context of Data Standards

- HUD updates data standards on a biannual basis
- 2024 data standards will go live on October 1, 2023
- Updates, communications, and training managed by the HSH ONE team in collaboration with Bitfocus

🔑 Key Takeaway: Some of the changes are purely technical but a few bring in a more client-centered approach

Data Standards Updates Timeline

Initial Communications to Providers: July-August

Bitfocus and ONE System Team testing changes: August-September

Specific training and/or notification to providers: September

Changes to reports: September-October

Changes to ONE System Live Site: October 1

System-Wide Updates

- Domestic Violence Victims → **Domestic Violence Survivors**
- Client Refused → **Client prefers not to answer**
- VA Medical Services → **Veteran's Health Administration**
- Approximate Date Homelessness Started → **Approximate date this episode of homelessness started**

- For questions including 'Rental by Client, with ongoing housing subsidy':
  - A new conditional question asks about the specific type of subsidy

Universal Data Elements (UDEs)

🔑Name
- Preferred name is acceptable

🔑Race and Ethnicity
- Combined into a single field

🔑Gender
- Options updated

Race and Ethnicity

• **Previously:**

- Race:
  - American Indian, Alaska Native, or Indigenous
  - Asian or Asian American
  - Black, African American, or African
  - Native Hawaiian or Pacific Islander
  - White
- Ethnicity
  - Non-Hispanic/Non-Latin(a)(o)(x)
  - Hispanic/Latin(a)(o)(x)

• **New Race & Ethnicity Field:**

- American Indian, Alaska Native, or Indigenous
- Asian or Asian American
- Black, African American, or African
- Hispanic/Latina/e/o
- Middle Eastern or North African
- Native Hawaiian or Pacific Islander
- White

Race previously was multi-select and the new field will be as well.

Gender

Prior options:

- Female
- Male
- A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender)
- Transgender
- Questioning

New options:

- Woman (Girl, if child)
- Man (Boy, if child)
- Culturally Specific Identity (e.g., Two-Spirit)
- Transgender
- Non-Binary
- Questioning
- Different Identity *(prompts an open-text field)*

Gender previously was multi-select and the new version will be as well.

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Program specific changes

🔑 RHY and HOPWA

- Very minor language changes to a few program specific fields

🔑 Veteran's Programs

- Specific language changes and a few additional field changes.

🔑 We will connect directly with those impacted in the coming weeks

Thank you

Release of Information (ROI) Management in ONE

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Homeless Response System Release of Information

-→ Explains how client information is collected in the ONE System, as well as how that info is used by or shared to housing and service providers

-→ Must be signed by the client and uploaded into the ONE system

-→ If a client refuses to provide consent, a ONE system profile may not be created

San Francisco Department of Homelessness & Supportive Housing

Homelessness Response System
Authorization for Use or Disclosure of Information

This form and the attached notice describe how personal information about you may be used and shared by the City and County of San Francisco's Department of Homelessness and Supportive Housing (HSH) and its provider organizations, and the rights you have about your information.

The San Francisco Department of Homelessness and Supportive Housing's (HSH) Online Navigation and Entry (ONE) System (the City's Homeless Management Information System) is a database that allows HSH to save, access, and share client level information with our Partner agencies, which are San Francisco City Departments, including the Department of Public Health and the Human Services Agency, and other community-based housing and service providers who work with people experiencing, or at risk of experiencing, homelessness. Examples include the SF Homeless Outreach Team (SFHOT) or service providers in supportive housing.

To be able to best help you, information is collected in the ONE System and used by or shared with Partner agencies. Partner agencies use the information in the ONE System to:
- Match clients to appropriate housing and other services they might be able to receive
- Improve coordination of your care and related services between City agencies and providers; and

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ROI Compliance in ONE

⇢ Must be updated every 3 years

   ⇢ All those serving the client are responsible for ensuring ROIs are up-to-date

   ⇢ Permanent housing programs should be sure to keep tenant ROIs updated

⇢ Yellow banner will appear at the top of client profile when ROI is missing or expired

⚠ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.

⇢ To maintain compliance, each client profile must have an up-to-date & active ROI recorded both as:

1. A **file** uploaded into client profile

2. An **electronic signature** recorded in Client Privacy section of client profile (shield icon)

Client Privacy

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ROI Resources

⇢ [Online ROI Resources and Forms (available in English, Chinese, Spanish, Tagalog)](#)

⇢ [Bitfocus Help Desk Article: Release of Information Overview](#)

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System Updates

- ULI (Unit Level Inventory) **IS LIVE** for all PSH as of June 12, 2023
  - We're here [to support](#)!

- Access Role review and consolidation is currently in progress
  - Updates to Access Role Summary document coming soon!

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Announcements

Monthly Office Hours:
- July 25 @ 2pm
- August 22 @2pm

Next Agency Leads Meetings:
- August 28 @ 10:30am
- September 25 @10:30am

Presenters are welcome!

Registration Links: onesf.bitfocus.com

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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

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Thank You From Your SF Team!

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