Monthly Agency Leads Meeting

San Francisco, July 2024

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Today's Agenda

Welcome!

System Updates

Data Analysis: Active User Report

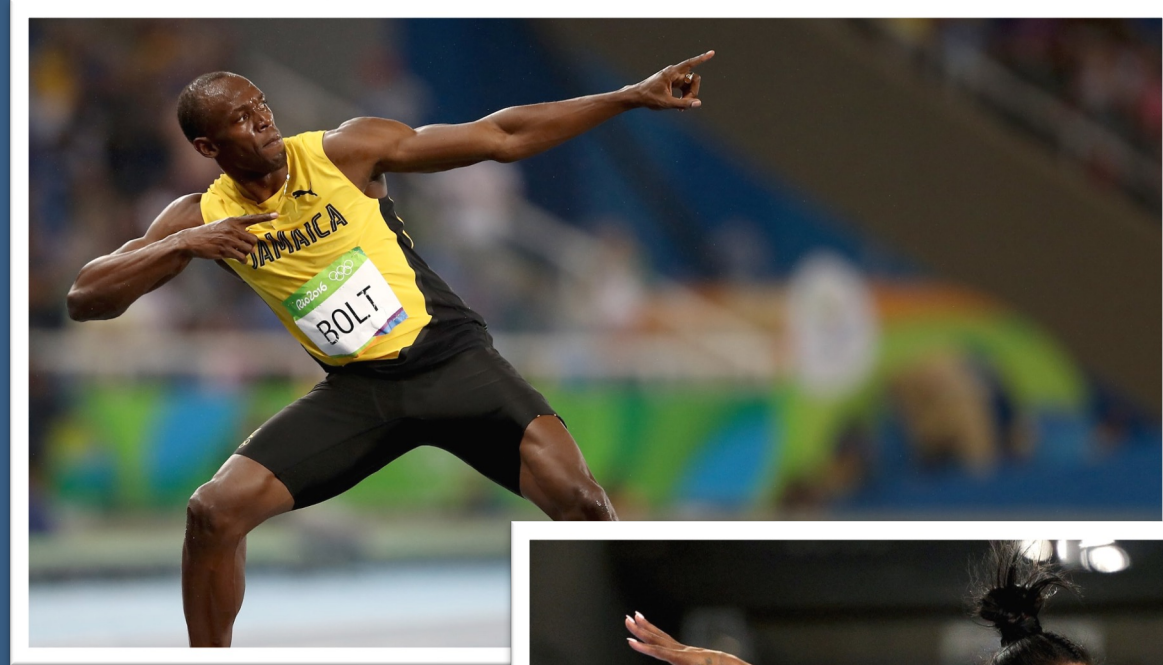Release of Information (ROI) Management in ONE

ONE System Reports: Staff Client Data Activity

Office Hours Reminder

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Welcome!

What Olympic Sport would you star in?

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

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System Updates

⋯→SF Shelter ULI Project

⋯→Trainings for Congregate and Non Congregate Shelters held in June can be found here: https://onesf.bitfocus.com/temporary-shelter

⋯→New Active User Report now available in the Data Analysis section of the ONE System Reports tab
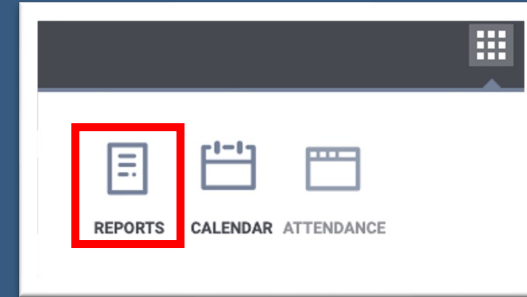

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Data Analysis: Active Users Report

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Data Analysis Active Users Report

Shows all active users within an agency and details of their account.

Will only show information for the agency you are under. Can only one run agency at a time.

- Will show staff based on the user's **primary agency**.

Data Analysis Active Users Report

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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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ONE System Reports:

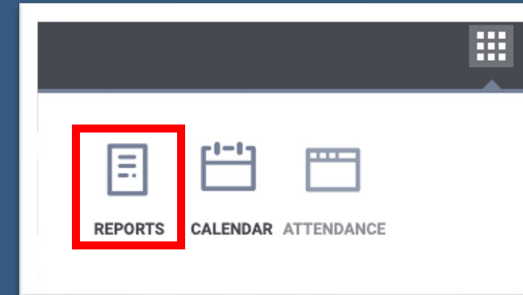## Staff Client Data Activity

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Staff Client Data Activity

This report lists the responsible staff assigned to each program in ONE.

---> Can be found under Reports -> Report Library -> Agency Management Reports

---> Available to all users with access to the Agency Management reports.

---> Results limited to agencies the user has access to

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Staff Client Data Activity

This report lists staff activity in ONE related to a client's record

--->Sorted by staff member.

--->Includes activity type, client UI and date and time the activity occurred.

    --->Specific activity type can be filtered

--->Report has an option to show deleted data and will show when/if a staff member has deleted data.

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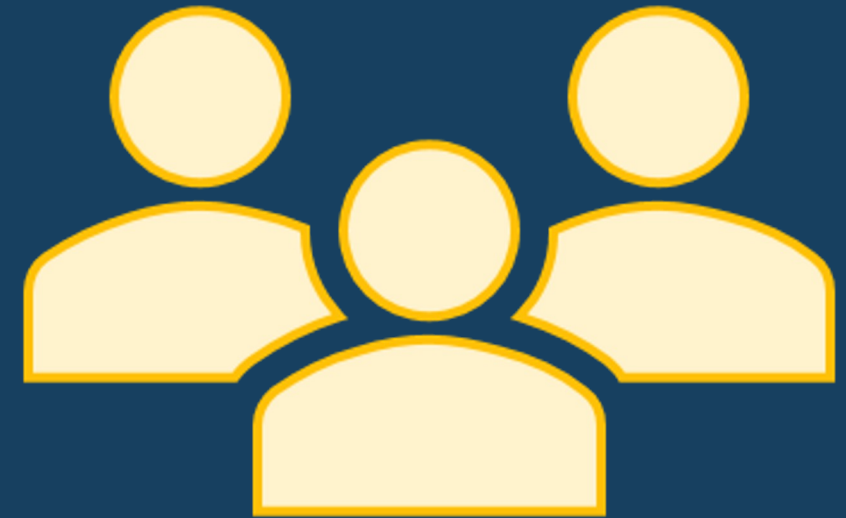# Staff Client Data Activity

Announcements

Monthly Office Hours:
- Jul 23 @ 2 pm
- Aug 27 @ 2 pm

Next Agency Leads Meetings:
- Aug 26 @10:30 am
- Sep 24 @10:30 am

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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