

# **Monthly Agency Leads Meeting**

San Francisco, June 2023



### **TODAY'S AGENDA**

Welcome!

Overlapping Enrollments

Report Spotlight

System Updates



### **WELCOME!**

Icebreaker!

What was your favorite cartoon as a kid?

Please share name, pronouns, and agency when responding.



# Overlapping Enrollments



# What is an Overlapping Enrollment?

- Overlapping Enrollments occur when clients have multiple housing/shelter enrollments (with a "Housing Move in Date" for PH) on the same night.
- Creates a discrepancy because the client cannot be in two beds at once.
- Must be corrected by adjusting the program Start or Exit dates for one of the overlapping programs.
  - Start Date and Exit Date cannot occur on the same day.
- Flagged as errors in federal reporting given to HUD each year.

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### Overlapping Enrollment Example Scenarios

Move in Date for Housing Program is during a stay in a shelter

PROFILE HISTORY SERVICES	PROGRAMS	NOTES AS	SESSMENTS	FILES	CONTACT	LOCATION	REFERRALS			
PROGRAM HISTORY										
Program Name								Start Date	End Date	Туре
Zion Housing  PH - Permanent Supportive House Agency (1)	ousing (disability rec	juired for entry	)					10/20/2022	Active	Individual
Yellowstone Congregate S  Emergency Shelter: Entry/Exit  Demo Agency (i)								08/01/2022	10/28/2022	Individual
PROGRAMS: AVAILABLE										

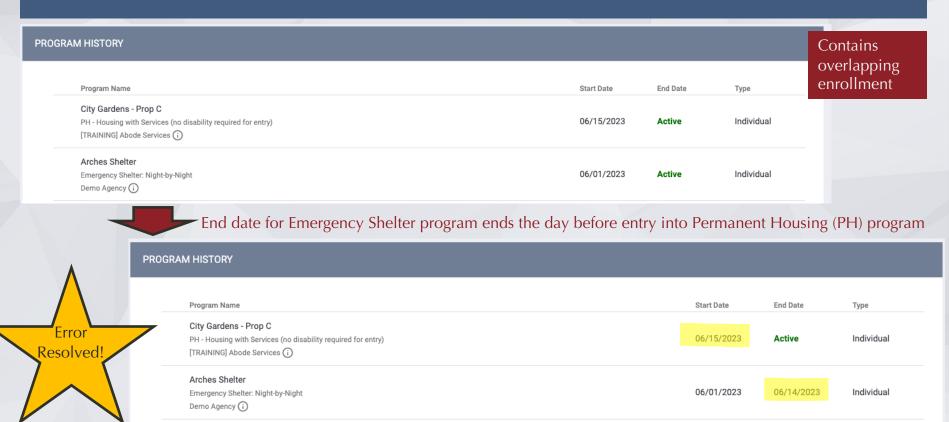


### Overlapping Enrollment Example Scenarios

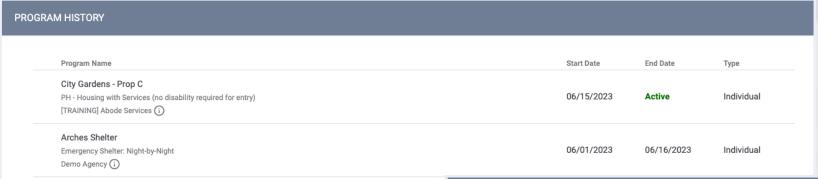
 Agency enrolls a client into a shelter, and there is an existing enrollment in another shelter program

PROFILE	HISTORY	SERVICES	PROGRAMS	NOTES	ASSESSMENTS	FILES	CONTACT	LOCATION	REFERRALS			
PROGRAM	I HISTORY											
	Program Nam									Start Date	End Date	Туре
		Congregate elter: Entry/Exit								10/24/2022	Active	Individual
		gation Centerelter: Night-by-								10/01/2022	Active	Individual
PROGRAM	IS: AVAILAI	BLE										

# Example of a resolved overlapping enrollment



### Example of a resolved overlapping enrollment



Scenario: Client was enrolled into the program on 6/15/23, but didn't physically move in until 6/17/23.

 Changing the move-in date to 6/17/23 will resolve this error.



# I noticed a client's overlapping enrollment: Now what?



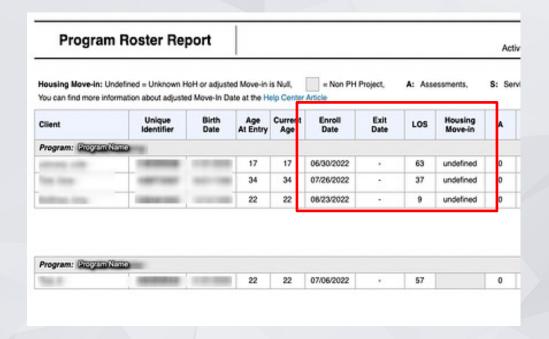
- 1. Verify that your agency has entered the correct program start date (for shelter), housing move-in date (for permanent housing), and/or program exit date (shelter and permanent housing)
  - a) Fix dates to resolve the overlap
- 2. If your agency's dates are correct, contact the other agency's Agency Lead to inform them of the discrepancy in their enrollment dates/their need to exit a client from the program
- 3. Contact your System Administrators at <a href="mailto:onesf-admin@bitfocus.com">onesf-admin@bitfocus.com</a> to request assistance (if needed)

# Report Spotlight



# [GNRL-106] Program Roster Report

- Program based report
- Can review data for a specific program or across all programs within your agency
- Can help to highlight discrepancies in: Program Enrollment Dates, Exit Dates, and Housing Move-in Dates



# System Updates

- ULI (Unit Level Inventory) IS
   LIVE for all PSH as of June
   12, 2023
  - Access Role document currently being updated to show inventory access



### Announcements

#### Monthly Office Hours:

- June 27 @ 2pm
- July 25 @ 2pm

#### Next Agency Leads Meetings:

- July 24 @ 10:30am
- August 28 @ 10:30am

#### Presenters are welcome!

Registration Links: onesf.bitfocus.com





# **Helpful Resources**

**ONESF Help Center Website** 

https://onesf.bitfocus.com

**Bitfocus Helpdesk** 

onesf@bitfocus.com

415.429.4211



### **Thank You From Your SF Team!**



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