



Monthly Agency Leads Meeting

San Francisco, June 2023



Bitfocus

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.

Overlapping Enrollment Example Scenarios

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

PROFILE HISTORY SERVICES PROGRAMS NOTES ASSESSMENTS FILES CONTACT LOCATION REFERRALS			
PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
Zion Housing PH - Permanent Supportive Housing (disability required for entry) Demo Agency ⓘ	10/20/2022	Active	Individual
Yellowstone Congregate Shelter Emergency Shelter: Entry/Exit Date Demo Agency ⓘ	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 HISTORY				
Program Name		Start Date	End Date	Type
Yellowstone Congregate Shelter Emergency Shelter: Entry/Exit Date Demo Agency ⓘ		10/24/2022	Active	Individual
Arches Navigation Center Emergency Shelter: Night-by-Night Demo Agency ⓘ		10/01/2022	Active	Individual
PROGRAMS: AVAILABLE				

Example of a resolved overlapping enrollment

PROGRAM HISTORY

Contains overlapping enrollment

Program Name	Start Date	End Date	Type
City Gardens - Prop C PH - Housing with Services (no disability required for entry) [TRAINING] Abode Services ⓘ	06/15/2023	Active	Individual
Arches Shelter Emergency Shelter: Night-by-Night Demo Agency ⓘ	06/01/2023	Active	Individual

End date for Emergency Shelter program ends the day before entry into Permanent Housing (PH) program

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
City Gardens - Prop C PH - Housing with Services (no disability required for entry) [TRAINING] Abode Services ⓘ	06/15/2023	Active	Individual
Arches Shelter Emergency Shelter: Night-by-Night Demo Agency ⓘ	06/01/2023	06/14/2023	Individual

Error
Resolved!

Example of a resolved overlapping enrollment

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
City Gardens - Prop C PH - Housing with Services (no disability required for entry) [TRAINING] Abode Services ⓘ	06/15/2023	Active	Individual
Arches Shelter Emergency Shelter: Night-by-Night Demo Agency ⓘ	06/01/2023	06/16/2023	Individual

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.

PROGRAM: CITY GARDENS - PROP C

Enrollment History Assessments Notes Files Units/Beds Forms

Enroll Program for client Rita Test

Project Start Date 06/15/2023 

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date 06/17/2023 

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 onesf-admin@bitfocus.com 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**

Program Roster Report										Activ
Housing Move-In: Undefined = Unknown HoH or adjusted Move-in is Null, <input type="checkbox"/> = Non PH Project, A: Assessments, S: Serv										
You can find more information about adjusted Move-In Date at the Help Center Article										
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	
Program: <input type="text" value="Program Name"/>										
			17	17	06/30/2022	-	63	undefined	0	
			34	34	07/26/2022	-	37	undefined	0	
			22	22	08/23/2022	-	9	undefined	0	
Program: <input type="text" value="Program Name"/>										
			22	22	07/06/2022	-	57		0	

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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