



Monthly Agency Leads Meeting

San Francisco, March 2024

Today's Agenda

Welcome!

System Updates

Deep Dive into ONE: Coordinated Entry in ONE

Notifications in ONE

Future Agency Lead Meetings: Poll Discussion

Welcome!

What excites you the most about Spring?

--->Please share your name, pronouns, and agency when responding.



System Updates

→ Housing Inventory Final Phase Go-Live: **March 12, 2024**

→ Federal Reports:

→ SPM submitted accurately and on-time

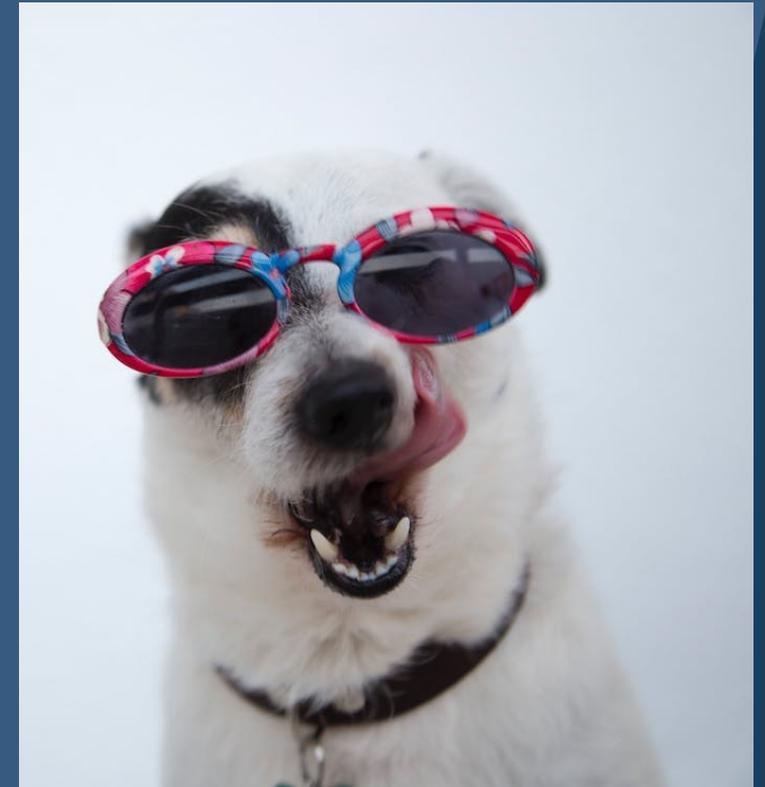
→ HIC/PIT: Currently completing data review and cleanup of housing programs

→ ROI Report Update

→ Those who opted into receiving the report should receive a full agency report sent via email on the 1st of every month

→ **Want to opt in? Please respond in chat or email onesf-admin@bitfocus.com with email address you'd like to receive the report**

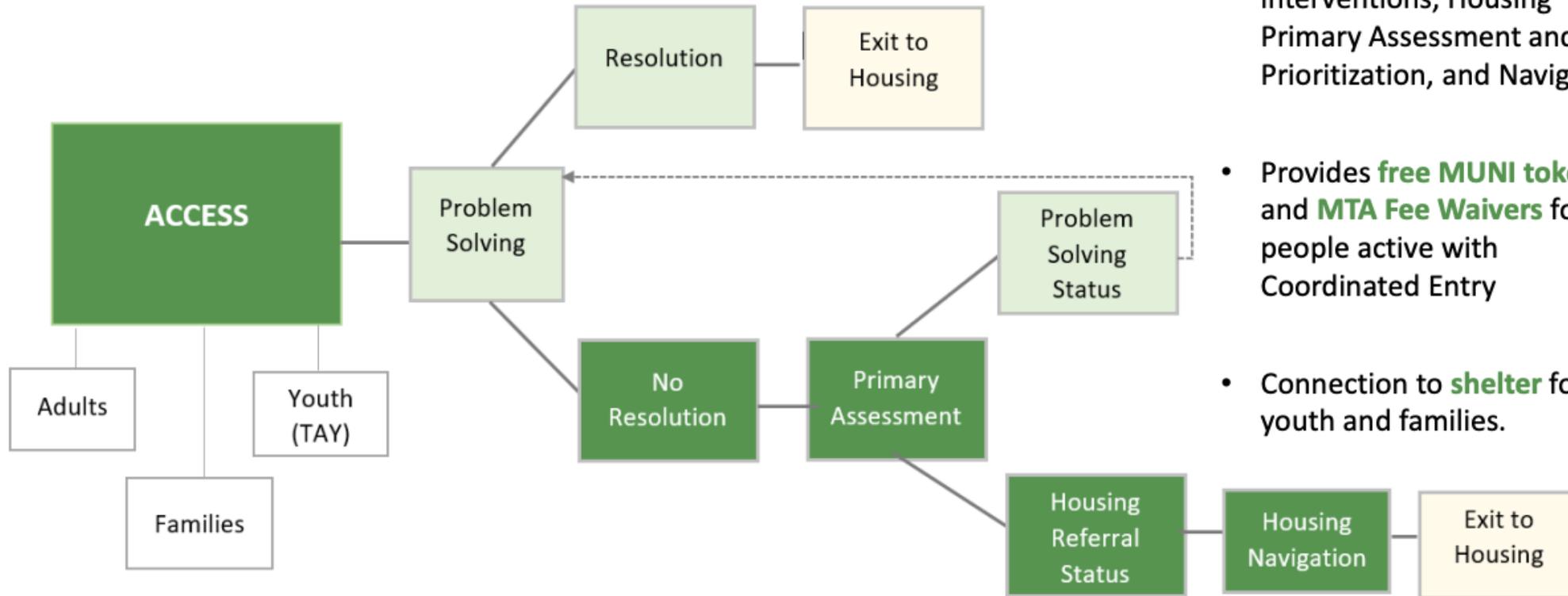
→ Can run the report in ONE ([linked here](#)) with limited results



Deep dive into ONE: Coordinated Entry in the ONE System

Coordinated Entry Workflow

What happens at an Access Point?



- Provides Problem Solving interventions, Housing Primary Assessment and Prioritization, and Navigation.
- Provides **free MUNI tokens** and **MTA Fee Waivers** for people active with Coordinated Entry
- Connection to **shelter** for youth and families.



*[CE Redesign](#) currently in process and may impact how this workflow looks in the future

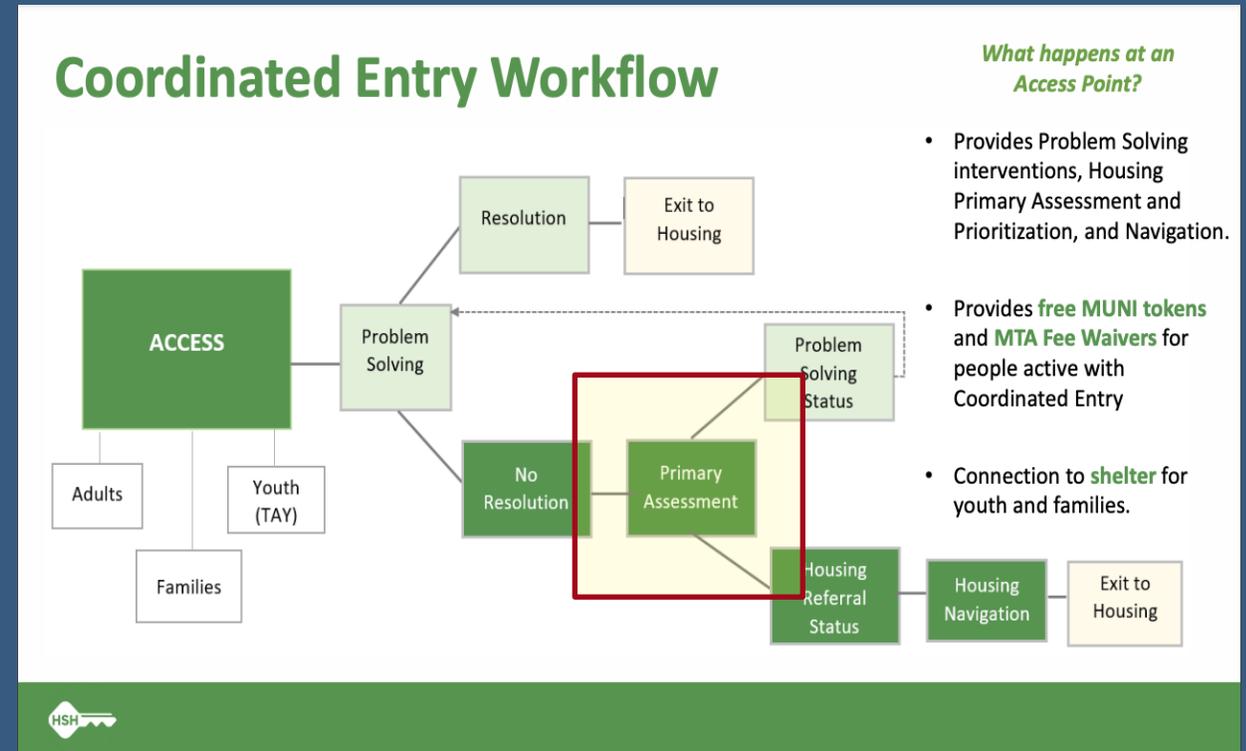
Identifying a client's CE Status in the ONE System

- By reviewing a client's ONE System record, you can find information on where a client/household is in the Coordinated Entry process:
 - Have they been assessed? When?
 - Are they currently prioritized for housing? Shelter?
 - Have they been referred to housing? Where?
 - Are they currently housed?



Locating Assessment Information in ONE

- If Problem Solving finds no resolution, a primary assessment is given to the client/household
- You can find information about a client's assessment in the ASSESSMENTS tab of a client profile
- Assessment History will tell you which assessments the client completed and when they were completed



Locating Assessment Information in ONE

Peter Test

PROFILE HISTORY SERVICES PROGRAMS **ASSESSMENTS** NOTES FILES REFERRALS CONTACT LOCATION

ASSESSMENTS

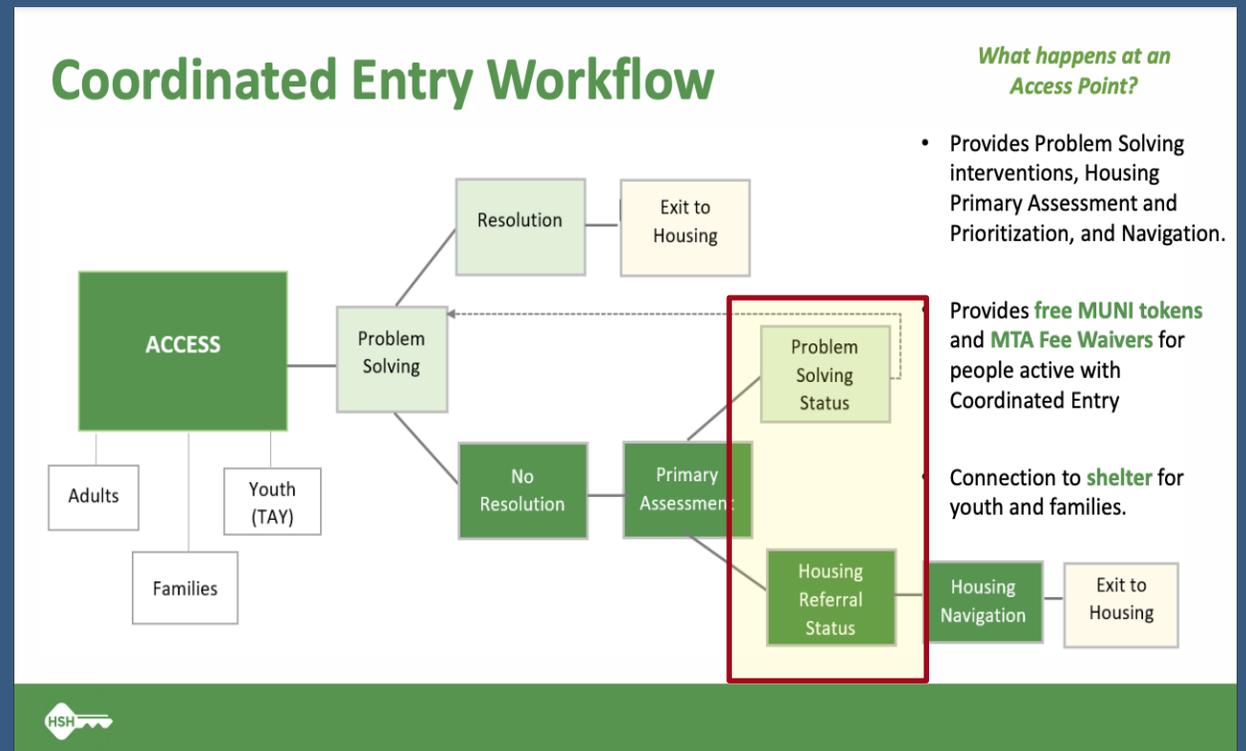
No results found

ASSESSMENT HISTORY

Assessment Name	Completed	Details
Adult Primary CE Assessment TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ	02/21/2024	Adult Priority : 54 ELIGIBILITY ⓘ

Locating Prioritization Status in ONE

- > Based on Primary Assessment, client/household is either Problem Status or Housing Referral Status
- > Can find if a client is Housing Referral Status by looking at the client profile



Locating Prioritization Status in ONE

Example 1



UNIQUE IDENTIFIER
DB59E57D5 ⓘ

COMMUNITY QUEUE

Client has an active entry on the
Community Queue: Rapid Rehousing
Queue

Example 2



UNIQUE IDENTIFIER
82F20C4DB ⓘ

COMMUNITY QUEUE

Client has an active entry on the
Community Queue: CAAP PSH Queue

Example 3



UNIQUE IDENTIFIER
D497D76AA ⓘ

COMMUNITY QUEUE

Client has an active entry on the
Community Queue: Permanent
Supportive Housing Queue

Example 4



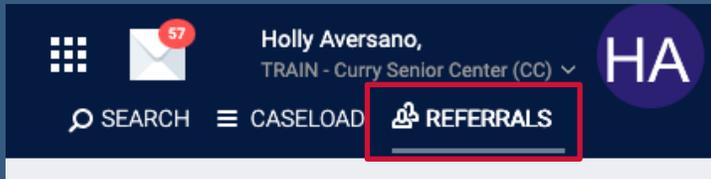
UNIQUE IDENTIFIER
B40A8F32C ⓘ

COMMUNITY QUEUE

Client has an active entry on the
Community Queue: Temporary Shelter
Queue

- A client who is prioritized for resources will be added to a "Community Queue." Clients who have been added to a Queue will have a small blurb underneath their photo and Unique ID on their profile.
- Reading the information in the blurb will tell you the resources for which this client/household is being prioritized
- The absence of a "Community Queue" blurb typically indicates that a client is Problem Solving Status

Locating Prioritization Status in ONE



REFERRALS

Dashboard Pending **Community Queue** Analysis Completed Denied Sent Availability Open Units

Community Queue

CAAP PSH Queue Permanent Supportive Housing Queue Rapid Rehousing Queue SFHA - EHV

Eligible Clients Only Mode Standard

Date 03/22/2024 Characteristic -- Select --

Search Sort By Default

SEARCH

Client	Referral Date	Days Pending
Sonar Dobie Referred by: TRAIN - Department of Homelessness and Supportive Housing	01/09/2024	73
Glenn Potter Referred by: TRAIN - San Francisco Adult Coordinated Entry Agency	01/19/2024	63

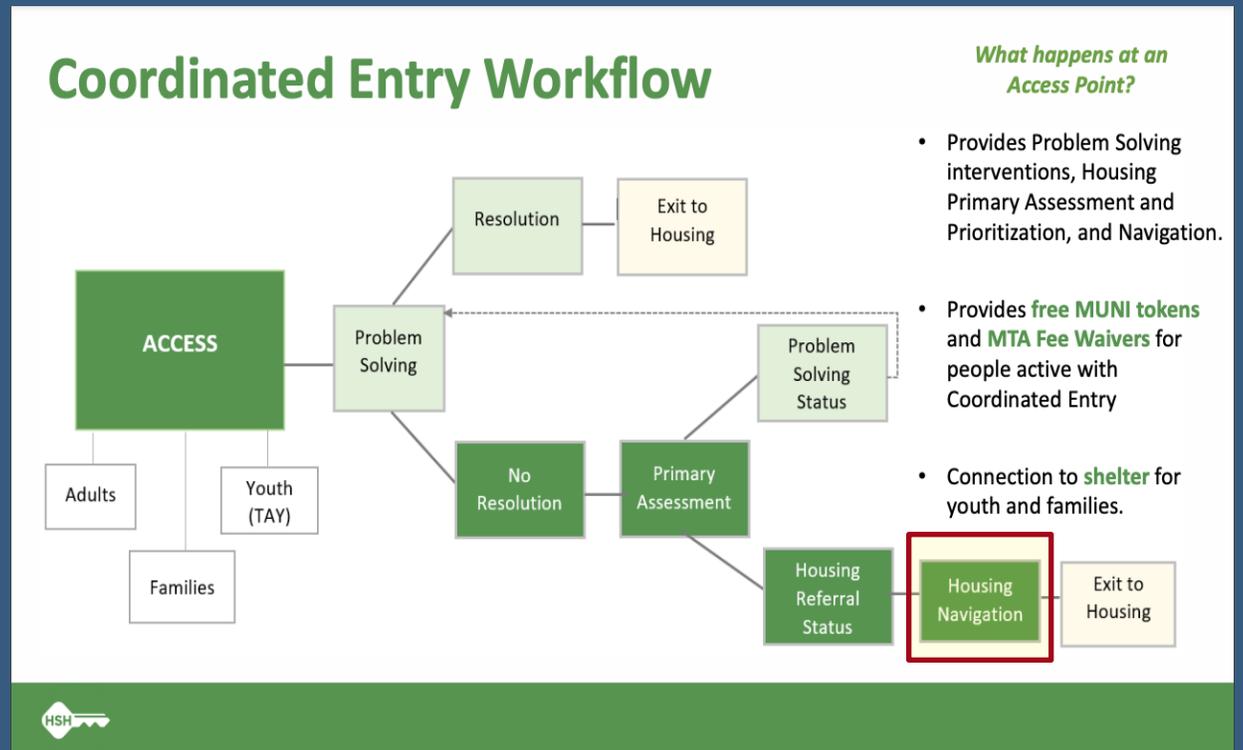
---> Can also search for a client in the Community Queue

---> Referrals tab → Community Queue

---> Must search by individual queue

Locating Program Referral Information in ONE

- > After being added to a Community Queue, a client can be referred to a program or resource, such as housing
- > Can find if a client has been referred to a program by looking at the client profile



Locating Program Referral Information in ONE



UNIQUE IDENTIFIER
770AF5F47

PROGRAM REFERRAL
Client has a pending program referral.

Peter Test

PROFILE **HISTORY** SERVICES PROGRAMS ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION

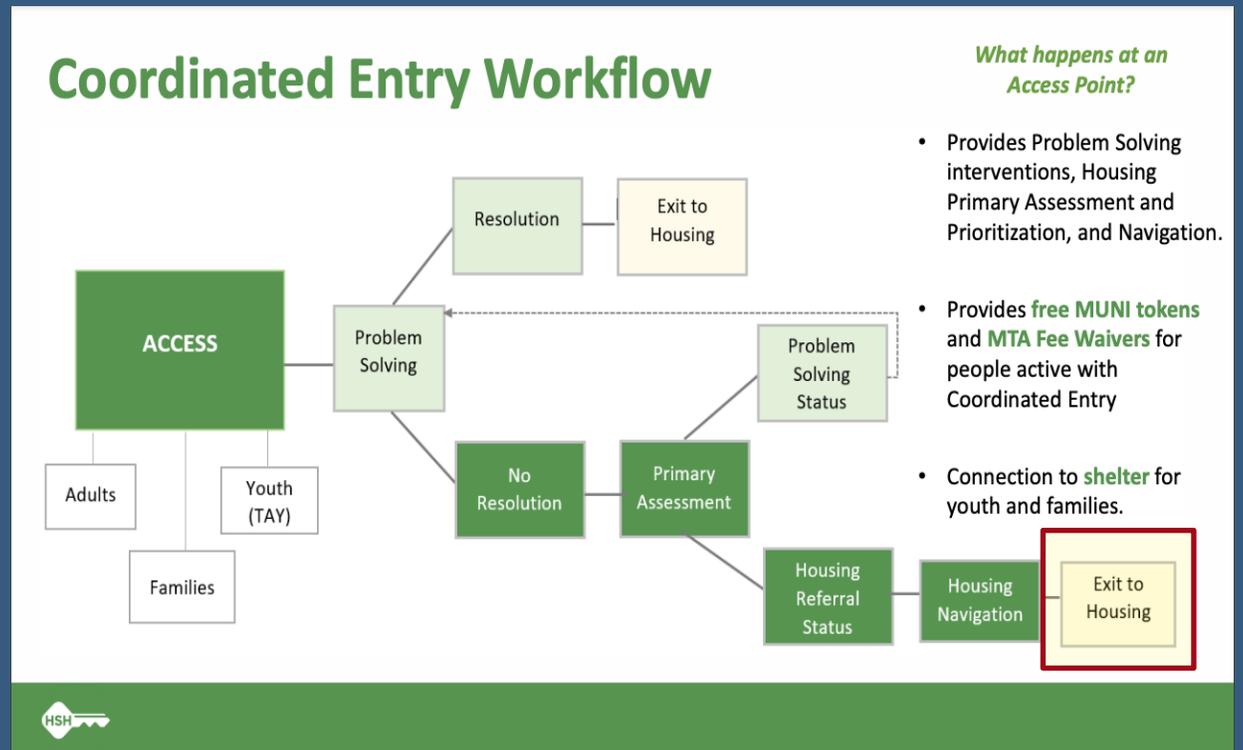
Advanced search options View ▾

Service Name	Start Date	End Date	
Mission Access Point TRAIN - San Francisco Family Coordinated Entry Agency ⓘ	03/21/2024	Active	
Central City Access Point TRAIN - San Francisco Family Coordinated Entry Agency ⓘ	03/21/2024	Active	
Referral to PSH project resource opening:Referral to PSH project resource opening TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ	03/14/2024	03/14/2024	📄
Refused Housing Referral:Observed Mental Health Barrier TRAIN - Five Keys Charter Schools & Programs ⓘ	03/08/2024	03/08/2024	📄
Referral: Embarcadero SAFE Navigation Center - GF+HEAP TRAIN - Five Keys Charter Schools & Programs referral to TRAIN - Five Keys Charter Schools & Programs ⓘ	03/01/2024	Expired	
Referral: 200, San Cristina - HUD PBV TRAIN - San Francisco Adult Coordinated Entry Agency referral to TRAIN - HomeRise ⓘ	02/21/2024	Pending	
Adult Primary CE Assessment		02/21/2024	📄

- Clients who have been referred to a program/resource will have the blurb, “Client has a pending program referral,” underneath their photo and Unique ID on their profile
- You can further find where this person has been referred by clicking on the client HISTORY tab
- Referral information will be in blue. Active referrals will be shown with a green Pending status

Identifying if a Client is Housed

- > If Housing Navigation is successful, the client/household moves into housing!
- > Note that the ONE System will only display housing information for clients who are housed within the Homeless Response System
- > Housing information for clients is located at the client profile



Identifying if a Client is Housed

Mama Bear

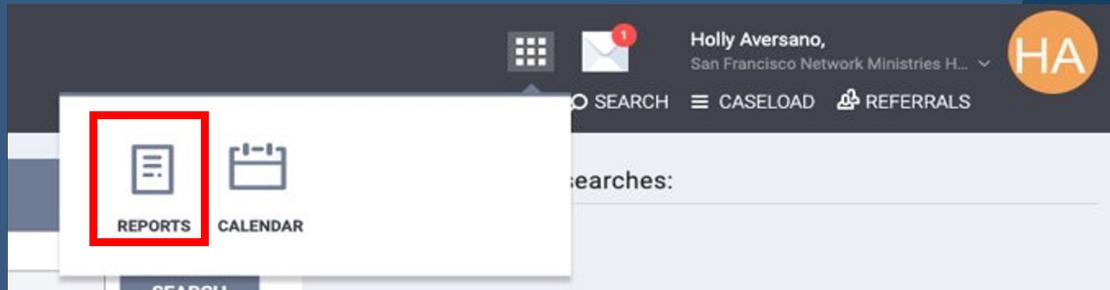
PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
Example Housing Program PH – Permanent Supportive Housing (disability required for entry) TRAIN - Fake Example Agency ⓘ	03/14/2024	Active	Group

- Clients who have been housed in a ONE System participating housing program will have an Active program enrollment in a housing program
- Program history and information is included in the PROGRAMS tab
- Any housing programs will be indicated under the Program Name
- Clients who are still actively enrolled in a program will show with a green Active status under End Date

Helpful Reports



---> [\[RFRL-120\] Community Queue Detail](#)

---> Found under Community and Referrals section of Report Library

---> Useful in identifying those who are currently on specific Community Queue and general demographic information

CE Community Queue Details		CA-501 - San Francisco CoC								
Permanent Supportive Housing Queue										
Unique ID	Client Name	Gender	SSN	Age	Race and Ethnicity	Veteran	Assessment Date	Assessment Processor	Score	Days on Queue
D497D76AA	Testy, Test	Data Not Collected	xxx-xx-2454	39	Asian or Asian American	No	03/19/2024	Adult Priority	72	3
Total Households in Permanent Supportive Housing Queue: 1										

Notifications in ONE

- > Notifications in ONE are set in a variety of different ways
 - > [See this Help Desk Article](#) for more information on who gets notifications and when
- > For programs receiving referrals (i.e. housing programs), you can opt into receiving referrals by becoming a “Responsible Staff Member” for the program
 - > Reach out to onesf@bitfocus.com
 - > Request must come from or be approved by an Agency Lead



Announcements

Monthly Office Hours:

- March 26 @2pm
- April 23 @2pm

Next Agency Leads Meetings:

- April 22 @10:30am
- May 20 @10:30am

Registration Links: onesf.bitfocus.com



Future Agency Lead Meetings

32 responses

Lots of interest in learning more about the Data Analysis tab

”Other” responses showed interest in learning more about:

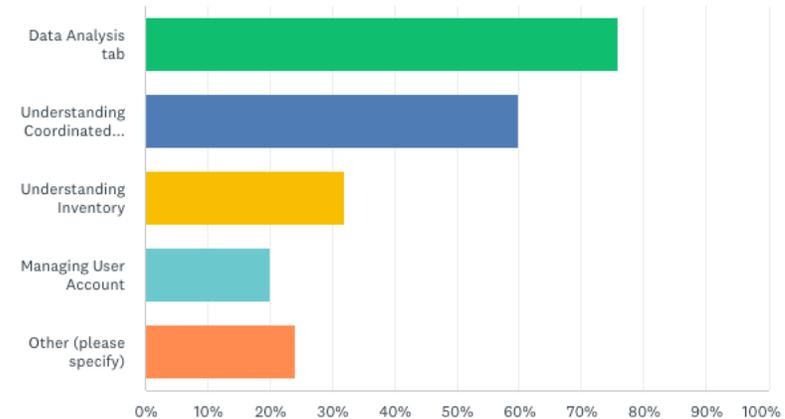
- How reports can help with identifying upcoming client deadlines and due dates (i.e. Annual Assessments)
- How to manage new changes in ONE
- How to best train staff in navigating the ONE System

What topic would you like to see covered in a future agency lead meeting?

Who would you like to hear present in a meeting?

Would you like to present in a future meeting?

What topics would you like to hear more about in a future Agency Leads meeting?



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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