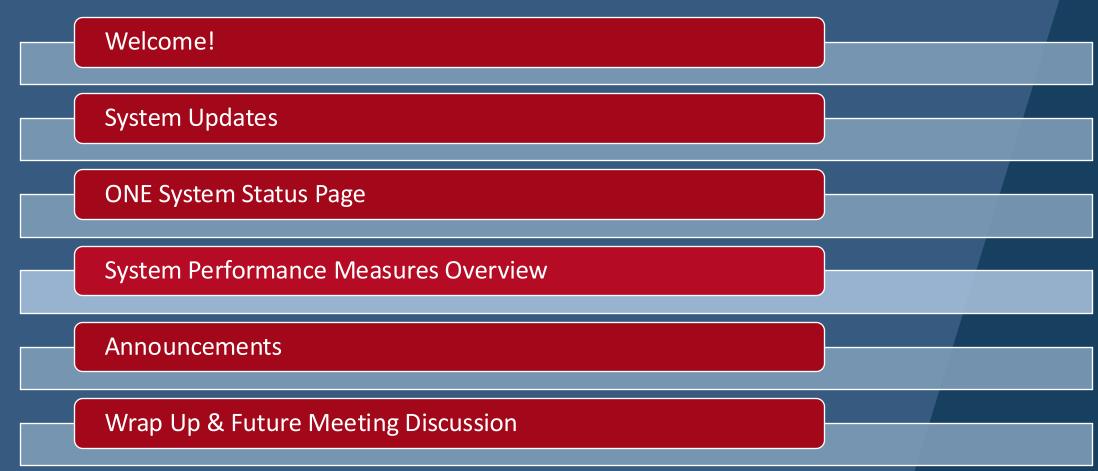


### **Monthly Agency Leads Meeting** San Francisco, March 2025



# Today's Agenda





# Welcome!

--->What is your favorite part of spring?

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





# System Updates

→ Federal Reporting Season is Ongoing:
→ SPM: Due date April 11, 2025
→ HIC/PIT: Opening date to submit coming soon...

--->Official HIC/PIT for SF to occur on Jan 28, 2025

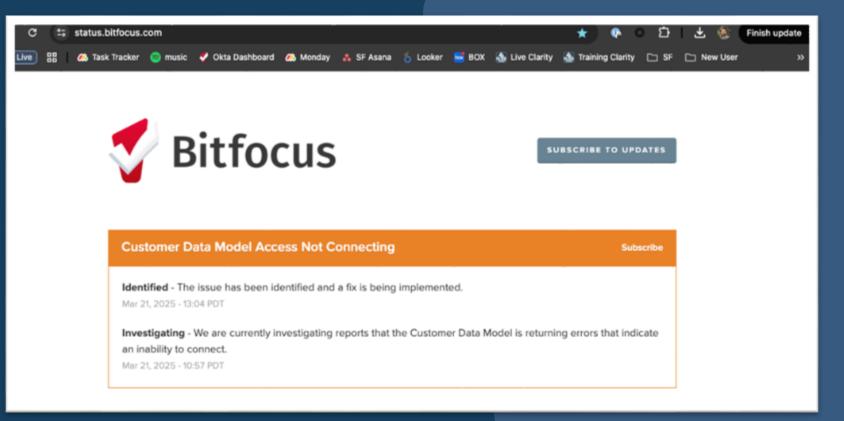




# **ONE System Status Page**



### **ONE System Status Page**



#### www.help.bitfocus.com/system-status

 Provides real-time information on the system status and incidence reports for Clarity Human Services, Reporting, Data Analytics, DIT API, Clarity Outreach, the Bitfocus website, and the Bitfocus Help Senter Bitfocus

### • Can see a day by day breakdown of system uptime over the last 90 days

Ver	time must the part 90 days. View Methodat uptiv
Clarity Human Services 1.	Operational
Reporting and Analytics	
Report Library *	Operational
Data Analytics (*	Operational
Customer Date Model (SQL Access)	Partial Outage
DIT API	Operational
Clarity Outreach 1	Openational Today
Clarity Help Center (get.clarityhs.help) 10 days age 100 B % uptobe	Coperatoria:
Birfocus Website	Operational
Bitfocus Call Center 1 20 drys ege 190.6 % uptme	Conversed International International Intern
Training Sites	Operational

#### • If an indecent is impacting system uptime, updates from the Bitfocus devs will be posted here to give solutions updates.

#### 504 Gateway Timeout Error Monitoring - A fix has been implemented and we are monitoring the results. Mar 20, 2025 - 16:36 PDT Identified - The issue has been identified and a fix is being implemented. Mar 20, 2025 - 15:07 PDT Investigating - Some users of Clarity Human Services live and training sites are unable to login to the system or are experiencing longer than normal screen load times. We are investigating the incident as a partial outage. Mar 20, 2025 - 14:24 PDT Update - Moments ago, some users of Clarity Human Services live and training sites experienced a 20 minute interruption to system access. Now, the system is operational and we are continuing our active performance monitoring. Mar 13, 2025 - 16:51 PDT Update - Within the past hour, there was a brief impact to access for some users of Clarity Human Services in which some users were not able to access the system. During that time, we took action to restore access to users and that was successful. Now, Clarity Human Services is operational and we are continuing to closely monitor performance. Mar 12, 2025 - 13:26 PDT Monitoring - The system is operational and we are monitoring performance. Mar 06, 2025 - 17:11 PST Identified - The issue has been identified and a fix is being implemented. Mar 06, 2025 - 16:09 PST Investigating - The fix we identified and applied to resolve this incident has not had the expected result. We are continuing to investigate. Users may experience errors other than 504 Gateway Timeout Error, including: "Parse Error..." "An internal server error occurred."

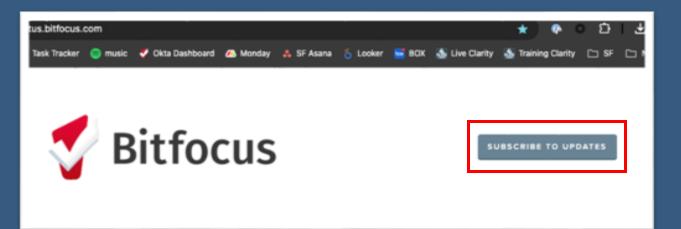
We are continuing to actively address the partial outage.

Mar 06, 2025 - 13:12 PST

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# What you can do to stay informed:



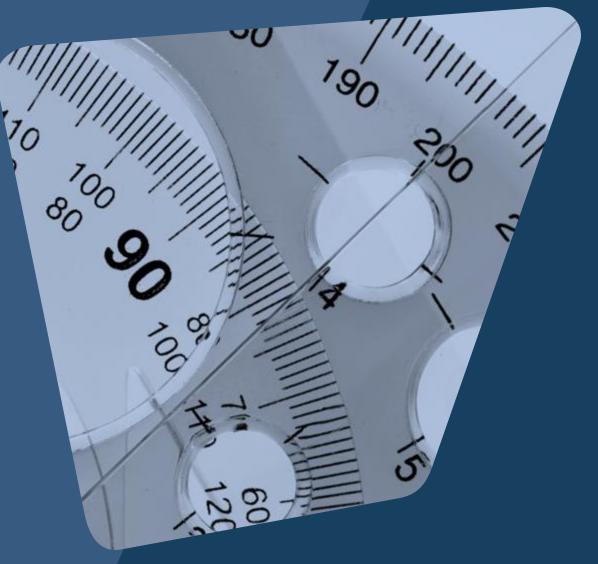


- Subscribe to get updates!
  - Can select how you receive updates.
  - Will receive all updates posted to the status site
    - Some updates may not be applicable to ONE as they may only affect other instances
- Report any outages or pages that are not loading to the help desk
  - 504 Gateway Timeout Error
  - "An internal service error occurred"
  - "Parse error..."
  - Reports failing to connect



# System Performance Measures

Overview





### System Performance Measures (SPM) Overview

2009 HEARTH Act: CoCs are tasked with designing a local "system" to assist sheltered and unsheltered people with services to access housing and longterm stability.

SPMs are the performance-based criteria to assess how well a system coordinates homeless response services.

Follows individuals and households through various programs, rather than looking at one program or funding source.



### System Performance Measures (SPM) Overview

Reporting & Submission	Reporting Period: OCTOBER 1 – SEPTEMBER 30					
	Submission Date: April 11, 2025					
	Submissions will open in HUD HDX 2.0: March 17, 2025					
Importance of SPM	Impacts CoC NOFO					
	High Performing Community (HPC) Designation					
	Understand your local performance as a coordinated system					
Data Sources	Client-level outcome data as reported in HMIS					
	Sheltered and unsheltered PIT Count data (as reported through HDX)					



## **SPM Measure Details**





#### What are the System Performance Measures?

Seven Measures (more detail later)

- 1. Length of Time Persons Experience Homelessness
- 2. Returns to Homelessness within 6, 12, & 24 months
- 3. Number of Persons Experiencing Homelessness
- 4. Employment & Income Growth (CoC funded projects)
- 5. Number of People Who Become Homeless for 1st Time
- 6. Homelessness Prevention & Placement (not applicable)
- 7. Successful Placement/ Retention in Permanent Housing

Additionally, Destination Data Quality by project type is submitted.



### **Measure 1: Length of Time Persons Experience** Homelessness

Client Universe: Persons enrolled in applicable project types during the reporting period.

			Measure	Calculation	
				Average and Median Number of Days Clients Spent in:	
			1.1a	Emergency Shelter-E/E, ES-NbN, and SH	
			1.2a	ES-EE, ES-NbN, SH, and TH	
			1.1b	ES-ES, ES-NbN, SH, and PH (prior to housing enrollment)	
			1.2b	ES-ES, ES-NbN, SH, TH, and PH (prior to housing enrollment)	
Start of client's episode of homelessness		1 <sup>st</sup> da reportin	ay of g period		Last day of reporting period
🗸 Bitf	ocus				

### **Measure 2: Returns to Homelessness**

Client Universe: Persons who exited relevant project types to a permanent destination two years prior to the reporting period. \*2024 report year would refer to clients with exits between 10/1/2021 – 9/30/2022\*

Of exited clients, the measure reports the number of clients who returned to homelessness within 6 months and within 12 months (Measure 2a) or within 24 months (Measure 2b) of their initial exit.

Relevant Project Types: SO, ES-EE, ES-NbN, SH, TH, PH

Does the client return during report period?

Report period end date



Report period start

### **Measure 3: Number of Persons Experiencing Homelessness**

PIT COUNT

Client Universe: Persons who were homeless (sheltered or unsheltered) during the PIT Count for the previous and current Fiscal Year and count of year to year sheltered homelessness as recorded in HMIS.

Point in Time: Measures the change in the number of people experiencing homelessness from the previous FY PIT Count and the current FY PIT Count.

Year Round: Sheltered data is calculated using the number of unduplicated clients enrolled in applicable project types in HMIS throughout the reporting period

Project Types: Emergency Shelter, Safe Haven, and Transitional Housing

Report period start date

Report period end date



#### Measure 4: Employment and Income Growth for Homeless Persons in CoC Program–funded Projects

Client Universe: Adults who were enrolled during the reporting period.

Measures the change in earned income, non-employment cash income, and total income for "system" stayers" and "system leavers."

System Stayers: adult client active in any one or more of the relevant projects as of the report end date

System Leavers: any adult client who has exited from one or more of the relevant projects between the report start and end date and who is not active in any of the relevant projects as of the report end date.

Report period start date Report period end date date



#### Measure 5: Number of Persons who Become Homeless for the First Time

Client Universe: Persons with entries into ES, SH, TH, or PH projects during the reporting period.

Measure reviews each client with an active enrollment during the report range to assess if they had experienced homelessness previously.

Measure looks back 2 years from the client's earliest enrollment in the report range, if no other enrollments in HMIS, client is considered **Homeless for the First Time**.

Report period start date

Report period end date



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Measure 6: Homeless Prevention and Housing Placement of Persons Defined by Category 3 in CoC Program-funded Projects

Client Universe: Clients in projects serving Category 3 homelessness

#### MEASURE IS NOT APPLICABLE TO ANY COCS AS OF 2024.

These measures mirror other measures, but with a universe of Category 3 persons

6a.1 and 6b.1 mirror Measure 2; 6c.1 mirrors Measure 7b.1; 6c.2 mirrors Measure 7b.2

Report period start Report period end date



Jeans

# Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Client Universe: Clients in ES, SH, TH, PH, and SO projects who exited during the report period

Exits from Street Outreach: Success includes permanent and temporary sheltered destinations.

Exits to Permanent Destinations from ES-EE, ES-NbN, SH, TH, and PH-RRH during the report period

Exits to and Retention of Permanent Housing: Includes all PH types except RRH. How many clients remained in PH or exited to a permanent destination.

Report period start date

Report period end date

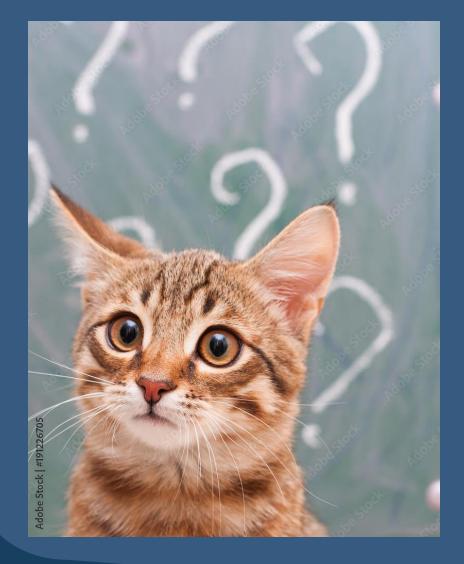


# **Viewing Past SPM Data**

HUDCoCSystemPer	formanceMeasures by	HUDCoCSystem	Performance		G	53	×°	Ţ	Ş
▼ < M1	: Length of Stay M2: Returns	M3: HMIS Counts	M4: Lvrs Increase Earned Inc.	M4: Lvrs Increase Total Inc.	M4: Styrs Increase	Total In	ic. >		
	igth of Stay (in days) in ES-SH-TH ages of Length of Stay in Days is displa	(40)	art 1 CoC Category	HUD CoC Numbe	r	¥			
	2019	2020	2021	2022	2023				
-	156	193	160	172	166				
1000									
900-									
800									
700									
600									
500									
400									
300									
200		<b>•</b>			•				
100									
0									

- Can view previous SF SPM submission at:
  - <u>https://public.tableau.com/app/profile/system.performance.measures.hud.public.data/viz/HUDCoCSystemPerformanceMeasures/M1LengthofStay</u>
- SF HUD CoC Number: CA-501
- Can view the last 5 years of Data





### Don't forget about Office Hours!

- ---> ONE System Office Hours occur <u>every 4<sup>th</sup></u> <u>Tuesday of the month at 2pm</u>
- ----> Available to everyone who is a user of the ONE System
- ---> No problem too big, no question too small!
- → Register at <u>bitfocus.zoom.us/meeting/register/tZcrce-</u> <u>rqTouHNZejrOoeyxlgx7faH4\_LdNK#/registrati</u> <u>on</u>



## Announcements

#### Monthly Office Hours:

- March 25 @2pm
- April 22 @2pm

#### Next Agency Leads Meetings:

- April 28 @10:30am
- May 26 @10:30am

Registration Links: onesf.bitfocus.com



# **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!





Regina Abadajos Senior Project Administrator rabadajos@bitfocus.com Paul Devencenzi Deputy Project Administrator pauld@bitfocus.com



onesf-admin@bitfocus.com