



Behavioral Health Bridge Housing (BHBH): ONE/HMIS Training

Today's Agenda

Welcome & Introductions

Level Setting

Creating a profile in ONE

Release of Information

Enrollments

Exits

Reporting

Resources/Questions & Wrap up

Why are we here?

- All programs receiving BHBH funding from the State must track data in their local HMIS
- This training will show you how to perform the required client-level tracking
- *User accounts: You should have received an email with instructions for obtaining a ONE/HMIS account if you didn't already have one.*

Useful Terminology

- **Homeless Management Information System (HMIS)**: database used track programs that are part of a local homelessness response system.
- **ONE System**: name of San Francisco's HMIS.
- **Clarity Human Services**: name of the ONE/HMIS software product. Many communities across the country use Clarity.
- **Bitfocus**: ONE/Clarity software vendor; provides system administration and support activities for ONE.

BHBH Programs/Projects Overseen by DPH

Project Name	Agency in ONE	Project Type	# of BHBH-Funded Beds
A Woman's Place BHBH	Community Forward SF	Emergency Shelter (ES)	15
BHBH - Emergency Stabilization Units	Department of Public Health	Emergency Shelter (ES)	15
BHBH - Salvation Army Stabilization Beds at Harbor Lights	Department of Public Health	Emergency Shelter (ES)	20
BHBH - Assisted Living Board and Care Patches	Department of Public Health	Supportive Services Only (SSO)	N/A
BHBH - Bayview Senior Services Case Management	Department of Public Health	Supportive Services Only (SSO)	N/A
BHBH - DPH Shelter Behavioral Health	Department of Public Health	Supportive Services Only (SSO)	N/A
BHBH - ESU Outreach & Engagement	Department of Public Health	Supportive Services Only (SSO)	N/A

Creating a Profile in ONE

Creating New Profiles in the ONE system

Search the client within the ONE system to be sure that a profile for your agency doesn't already exist

- > Search for household/ head of household
- > Search by name, DOB and SSN

If no profile exists, create a new profile by clicking the Add Client button

Complete the fields that the client feels comfortable sharing. It helps tell their story and ensure that staff using the system know the appropriate information for the client.

- > If a client chooses not to answer a specific question, use **"Client prefers not to answer"**
- > If the client does not know the answer, use **"Client doesn't know"**
- > **"Data not collected"** should only be used in the case that question was not asked

SEARCH FOR A CLIENT

ADD CLIENT +

Enter search terms for a client

SEARCH

Use full name, partial name, date of birth or any combination.

CREATE A NEW CLIENT

Social Security Number

Quality of SSN

Last Name

First Name

Quality of Name

Quality of DOB

Date of Birth

Middle Name

Alias

What is the client's current gender identity?

What is the appropriate pronoun to use when addressing the client?

Race and Ethnicity

Additional Race and Ethnicity Detail

Primary Language

Secondary Language

Suffix None

Release of Information (ROI)

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

Release of Information in ONE

When creating a new profile, ONE will prompt you to have the household sign a Release of Information

- Electronic Signature (preferable method)
- Verbal Consent only to be used if physical signature couldn't be obtained due to working remotely with clients

RELEASE OF INFORMATION

Permission	Yes	▼
Start Date	05/15/2024	25
End Date	05/15/2027	25
Documentation	▼ ✓ Select Electronic Signature Verbal Consent	

ELECTRONIC SIGNATURE FORM

By completing this form, you are certifying the client:

- 1) was notified of the Department of Homelessness and Supportive Housing Notice of Privacy Policy
- 2) completed the Release of Information: Homeless Response System as required for the ONE System

Any signed Release of Information forms must be uploaded in client files.

SAVE CANCEL

Release of Information in ONE

- ONE will prompt for a Release of Information to be completed when a client profile is created and must be updated every 3 years
- Profiles with missing or expired Releases of Information will be flagged with a yellow banner

▲ Release of Information is Missing or Permission Not Provided. Please review to ensure compliance.

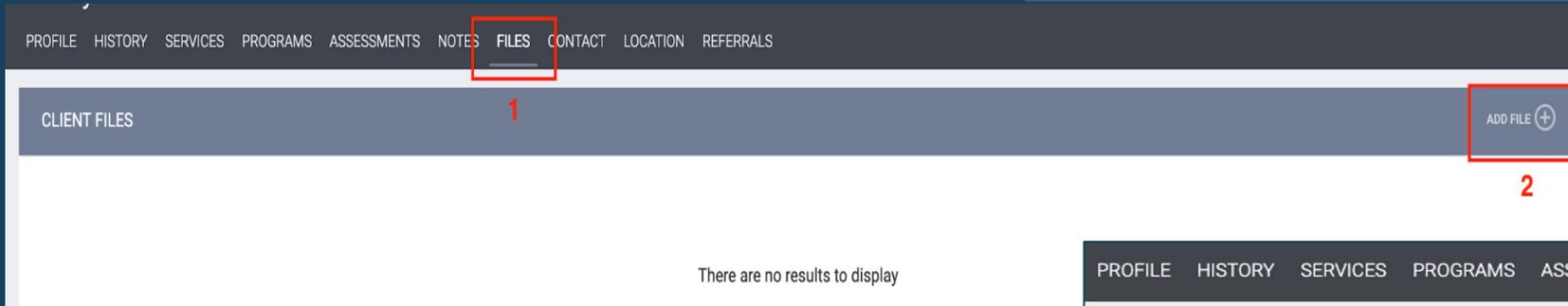
- To maintain compliance, each client profile must have an up-to-date & active ROI recorded both as:
 - A **file** uploaded into client profile
 - An **electronic signature** recorded in Client Privacy section of client profile (shield icon)

Client Privacy

ADD RELEASE OF INFORMATION (+)

Start Date	End Date	Version	
08/06/2019	08/06/2022	V.1	
09/20/2022	09/20/2023	V.4	

Uploading an ROI as a File in ONE



To upload an ROI:

1. Select the Files tab
2. Select the category for Release of Information
 - Homeless Response System
3. Select your file from your computer using the Select File button
4. Click Save Changes

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

UPLOAD A FILE

Category Release of Information

Predefined Name Release of Information: Homeless R

File

Trouble attaching files? Switch to the Basic Uploader

Private

ROI Resources

---> [Online ROI Resources and Forms](#)
(available in English, Chinese, Spanish,
Tagalog)



Program Enrollments

Program Enrollments

Samuel Test

[PROFILE](#) [HISTORY](#) [SERVICES](#) [PROGRAMS](#) [ASSESSMENTS](#) [NOTES](#) [FILES](#) [CONTACT](#) [LOCATION](#) [REFERRALS](#)

CLIENT PROFILE

---> You can enroll them into a BHBH program by completing the following:

1. Be sure you are switched to the appropriate agency for the program you wish to enroll into
2. Go to the client profile
3. Click on the PROGRAMS tab
4. Scroll down to the Programs: Available section
5. Click on the appropriate BHBH program name
6. Click Enroll

PROGRAMS: AVAILABLE

- BHBH - Assisted Living Board and Care Patches
- BHBH - Bayview Senior Services Case Management
- BHBH - DPH Shelter Behavioral Health**

 **Funding Source**
Local or Other Funding Source (Please Specify)

Availability
Full Availability

 PRINT DIRECTIONS

ENROLL

Program Enrollments: Enrollment Form

- Project Start Date is the date that client enrolled into the program
- Be sure to...
 - Ask all questions and fill in answers as completely as the client is comfortable answering

Bob Hope

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

Enroll 'BHBH - DPH Shelter Behavioral Health' program for client Bob Hope

Program Date	05/15/2024 
TRANSLATION ASSISTANCE NEEDED	
Translation Assistance Needed	No 
PRIOR LIVING SITUATION	
Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bu 
Length of Stay in Prior Living Situation	One night or less 
Approximate date this episode of homelessness started	03/13/2024 
Number of times on the streets, in ES, or Safe Haven in the past three years	One Time 
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	One month (this time is the first month) 
LIFETIME LENGTH OF HOMELESSNESS IN SF	
Have you ever been homeless in SF?	No 
LIFETIME LENGTH OF HOMELESSNESS OUTSIDE OF SF	
Have you ever been homeless outside of San Francisco?	No 
Last Permanent Zipcode	<input type="text"/>

Accessing a program enrollment

---> After a client has been enrolled...

---> Program enrollments are accessible in the Program Tab of the client profile. You can click the pencil icon next to the enrollment you wish to view.

PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
 BHBH - DPH Shelter Behavioral Health Services Only TRAIN - Department of Public Health ⓘ	05/15/2024	Active	Individual

Program Exits

Program Exits

To exit a client:

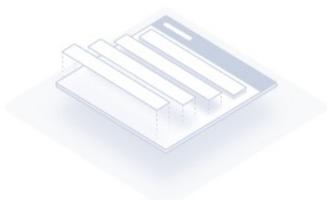
1. Go to client enrollment
2. Click 'Exit' in the top righthand corner of enrollment
3. Complete Exit form and click 'Save & Close'

PROGRAM: BHBH - DPH SHELTER BEHAVIORAL HEALTH

Enrollment **History** Provide Services Assessments Notes Files Forms

× Exit

Program Service History [LINK FROM HISTORY](#)



No results found

Reservation Service Referral

Program Exits: Exit Form

PROGRAM: BHBH - DPH SHELTER BEHAVIORAL HEALTH

Enrollment History Assessments Notes Files Forms

End Program for client Sam Wise

Program Exit Date 05/17/2024 

Destination Place not meant for habitation (e.g., a vehicle, an abandoned building, bu

DISABLING CONDITIONS AND BARRIERS

Physical Disability No

Developmental Disability No

Chronic Health Condition No

HIV - AIDS No

Mental Health Disorder No

Substance Use Disorder No

MONTHLY INCOME AND SOURCES

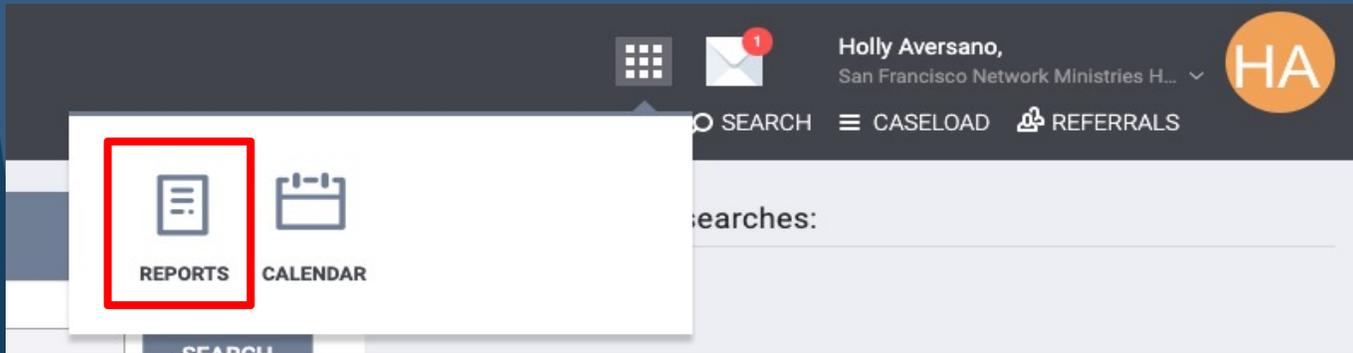
Income from Any Source No

NON-CASH BENEFITS

- > Program Exit Date is the date that the client exited from the program
- > Destination is where the client is residing upon exiting the program
- > Most information will automatically populate from the client's enrollment screen
 - > *Be sure to read through the responses to confirm that the information is still accurate for the client*

Reporting

Reports Library



REPORT LIBRARY	
Favorite Reports	0 report(s) ▼
HUD Reports	7 report(s) ▼
Data Quality Reports	6 report(s) ▼
Service Based Reports	13 report(s) ▼
Program Based Reports	19 report(s) ▼

- > Contains ready made or “canned” reports
- > To access, click the Reports icon from the Launchpad.
- > Ability to “Favorite” reports

Program Roster Report

---> [\[GNRL-106\] Program Roster](#)

- > Found in Reports Library under Program Based Reports
- > Lists program stay and relevant household information for selected program(s)
- > Useful in ensuring program rosters, enrollments, and exits are reflected accurately the database
- > Helpful to run for Active clients within a particular reporting timeframe

Program Based Reports

[EMPL-101] Employment Report

[EMPL-102] Employment / Education Report

[EXIT-101] Potential Exits

[EXPS-103] Program Funding Source Financial Detail

[GNRL-105] Program Participation Summary

[GNRL-106] Program Roster

[GNRL-220] Program Details Report [2022]

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff
<i>Program: BHBH - DPH Shelter Behavioral Health</i>												
Hope, Bob	E5C5E46AD	04/04/1994	30	30	05/15/2024	-	1		0	0	0	H. Aversano
Luna, Hope	287C49D45	01/02/1989	35	35	05/15/2024	-	1		0	0	0	H. Aversano
Hope, Cindy	7D021AD13	07/07/1987	36	36	05/15/2024	-	1		0	0	0	H. Aversano
Wise, Sam	A07FA1773	02/02/1992	32	32	05/15/2024	-	1		0	0	0	H. Aversano
Baggins, Frida	337A18C03	03/03/2023	1	1	05/15/2024	-	1		0	0	0	H. Aversano
Moon, Marc	BA44298E3	-	-	-	05/15/2024	-	1		0	0	0	H. Aversano

Bitfocus Resources

ONE System Website:

---> onesf.clarityhs.com

ONE System Help Site:

---> onesf.bitfocus.com

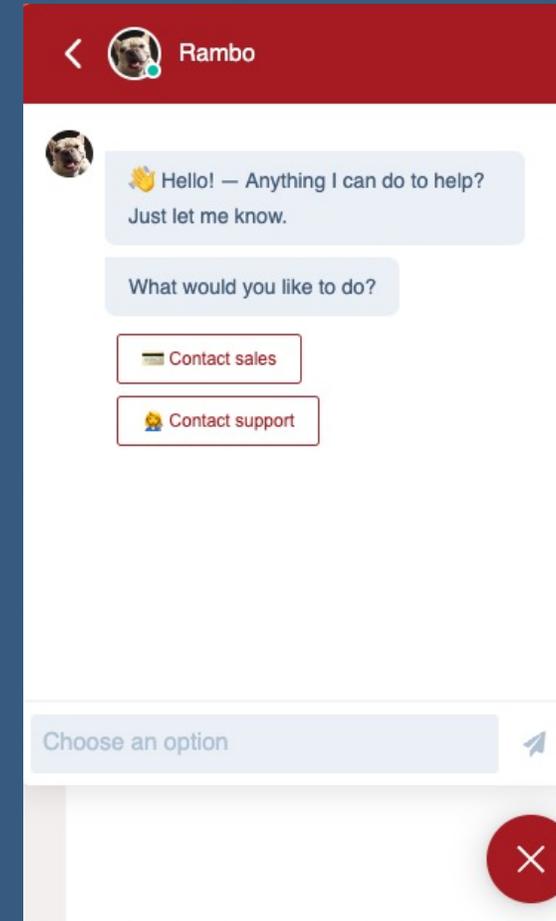
---> [Direct link to BHBH Training Materials](#)

Bitfocus Help Desk

---> onesf@bitfocus.com

---> 415.429.4211

Help Desk Widget (On ONESF Help Center Website and Bitfocus Help Site)



Next Steps & Deadlines

- Obtain your ONE System account (if you haven't already)
- Enroll all currently active clients by **Friday, May 31st**
- Perform program enrollments and exits on an ongoing basis



Questions?