



Decline Offer of Congregate Shelter

This document outlines the functionality of how to enter a service when a household declines congregate shelter.

Step 1: Click the “Programs” tab in the client’s file.

Step 2: Click the edit button to open the Access Point Program.

The screenshot shows the Bitfocus interface for a client named 'Apple Pie'. The 'PROGRAMS' tab is selected and highlighted with a red box and a '1'. Below the navigation bar is a table of program history. The third row, 'ECS: Bayview Access Point', is highlighted with a red box and a '2' next to its edit icon. The table has columns for Program Name, Start Date, End Date, and Type. To the right of the table are sections for 'Household Members' (No active members) and 'Active Programs' (Street Outreach (Non-PATH), Family Problem Solving Program, ECS: Bayview Access Point).

Program Name	Start Date	End Date	Type
Street Outreach (Non-PATH) [TRAINING] HSH: SFHOT	01/15/2019	Active	Individual
Family Problem Solving Program [TRAINING] San Francisco Family Coordinated Entry Agency	01/07/2019	Active	Individual
ECS: Bayview Access Point [TRAINING] San Francisco Adult Coordinated Entry Agency	01/03/2019	Active	Individual

Step 3: Click “Provide Services”.

The screenshot shows the Bitfocus interface for the program 'PROGRAM: ECS: BAYVIEW ACCESS POINT'. Below the header is a navigation bar with tabs: Enrollment, History, Provide Services, Assessments, Notes, Files, and Forms. The 'Provide Services' tab is selected and highlighted with a red box and a '3'.

Step 4: Click the drop down next to “Declined Offer of Congregate Shelter: First Friendship

Step 5: Select the drop down next to the reason the household declined shelter.

Declined Offer of Congregate Shelter: First Friendship

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Reason: Do not want to sleep on mat on floor	5	▼
Reason: Inability to store belongings		▼
Reason: Lack of access to showers		▼
Reason: Lack of privacy in congregate setting		▼
Reason: Location of Shelter		▼
Reason: Negative reputation of program		▼
Reason: Other		▼
Reason: Prior negative experience		▼

Step 6: Complete the fields and submit. *Note: The service end date will indicate when the client's denial of service expires. If it is a permanent denial of service, an end date of 01/01/2100 should be entered.*