



# ONE System Auto-exit Thresholds

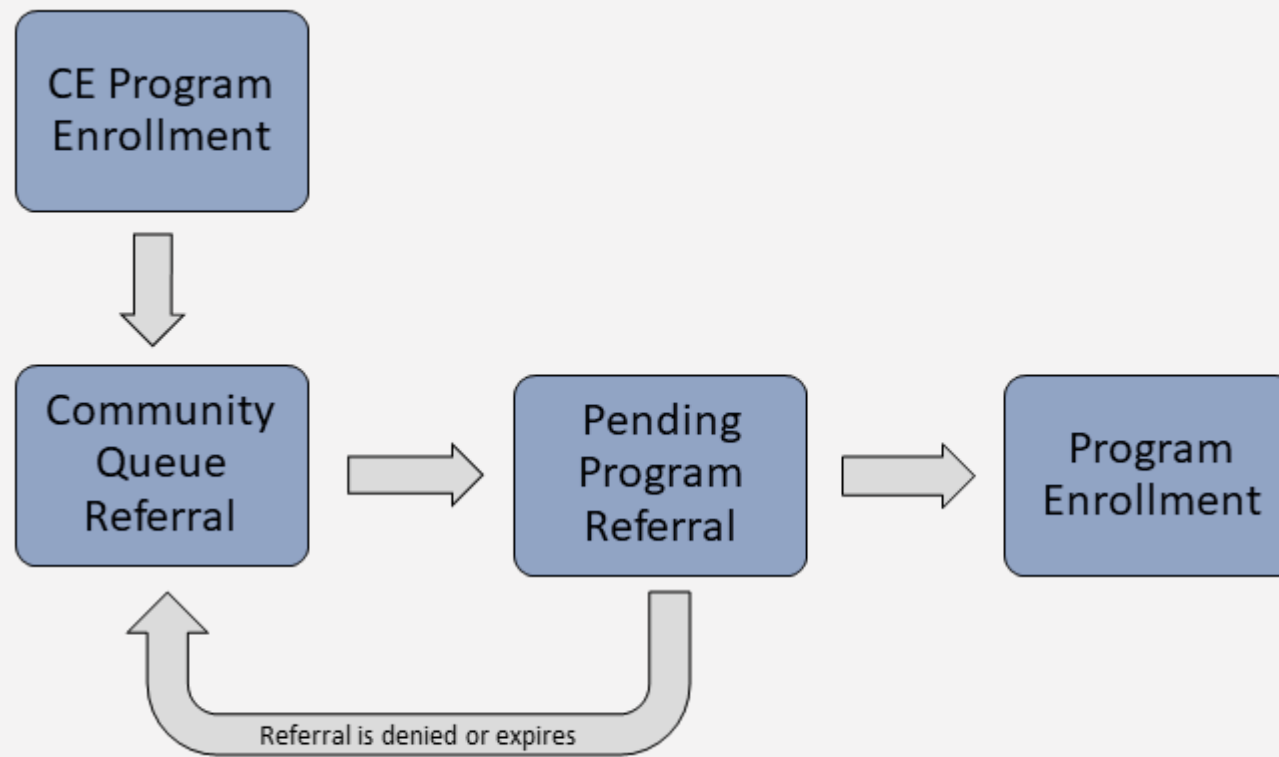
## Coordinated Entry

# What are auto-exit thresholds?

- Auto-exit thresholds are set at 3 levels in ONE:
  - Program
  - Community Queue
  - Program Referral
- These thresholds determine how long a client can be in a program, on a queue, or have a pending program referral with no qualifying action before being auto-exited.



# High Level Process Flow



# Current auto-exit threshold settings

Category	Program/Queue	Auto-exit Threshold
CE Program Enrollment	All CE Programs	90 days
Community Queue	-CAAP PSH Queue -Permanent Supportive Housing Queue -Rapid Rehousing Queue -Temporary Shelter Queue	90 days
	-SFHA - EHV	720 days
Pending Program Referral	-CAAP PSH Queue -Permanent Supportive Housing Queue -Rapid Rehousing Queue	180 days
	-Temporary Shelter Queue	90 days
	-SFHA - EHV	1 day





# Qualifying Actions

- **Actions to prevent auto-exit from a Program Enrollment:**
  - Adding a program level Service
  - Adding an Event
  - Adding a program level Assessment
  - Adding a Status Assessment
  - Adding an Annual Assessment
  - Adding a Current Living Situation Assessment
  - Adding a Unit/Bed to the program enrollment



# Qualifying Actions (cont.)

- **Actions to prevent auto-exit from a Community Queue:**
  - Adding a Service (client level and program level)
  - Adding an Event
  - Adding an Assessment (client level and program level)
  - Adding a Status Assessment or Annual Assessment for a client
  - Adding a new contact to the Contact tab
  - Adding a location to the Location tab
  - Adding a File (client level and program level)
  - Adding a note (client level and program level)
  - Adding an alert
  - Enrolling a client into a program
  - Exiting a client from a program
  - Creating a direct program referral
  - Selecting the “CHECK-IN” button within the referral

*Additionally, the threshold “clock” is reset when a referral returns to the queue as a result of a denial/expiration or is placed on the queue as the result of a transfer from another queue.*



# Qualifying Actions (cont.)

- **Actions to prevent auto-exit from a Pending Program Referral:**
  - Changing the Referral Status from “Pending” to “Pending – In Process” (*Note: once a referral is set to “Pending – In Process,” it never automatically expires*)

REFERRAL: EDIT

Client	Joshua Tree
Referred Program	DSCS/SVdP Housing Navigation
Referred to Agency	[TRAINING] San Francisco Adult Coordinated Entry Agency
Referring Agency	[TRAINING] San Francisco Adult Coordinated Entry Agency
Referred Date	09/17/2020 1:03 PM
Days Pending	946 day(s)
In Process	836 day(s)
Qualified	Reassigned
Adult Priority score	63
Referred by Staff	Swati Pande ⓘ
Case Manager	Select ▼
Last Activity	02/08/2022 <span>CHECK-IN</span>
Status	<div><div>✓ Pending</div><div>Pending - In Process</div><div>Denied</div><div>Expired</div></div>
Private	

SAVE CHANGES CANCEL



# Additional Resource

- **Document:** [ONE System Coordinated Entry & Community Queue Auto-Exit Threshold Settings](#)





# Need help?

**ONESF Help Center Website**

<https://onesf.bitfocus.com>

**Bitfocus Helpdesk**

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# Questions?

