



Individualized Housing Support Plan Assessment Training

March 2025



Today's Agenda

HSH IHSP Overview

Creating an Individualized Housing Support Plan

Viewing and Editing an Existing Individualized Housing Support Plan

Individualized Housing Support Plan Section Details

Resources

VISION

In conversation with providers and program managers, develop a shared, centralized support planning template that simplifies compliance, facilitates personalization, and supports provider specificity.

Principles of the IHSP Assessment

- Service planning is a requirement in HSH contracts.
- Providers have their own templates, however the **format is generally the same across providers** (terminology differs: care plans, housing support plans, etc.)
- **Centralizing the support plans in ONE will simplify access to the documents.** Because CalAIM requires Individualized Housing Support Plans, Health Plans will need routine access to them for funding purposes.
- **Centralizing the support plan in ONE will enable Quality Assurance and Improvement activities as well as simplifying contract monitoring.** HSH program managers notice variation in the completeness and quality of support plans.
- **Providers overwhelmingly prefer a template built into ONE, rather than uploading forms into ONE.**

Implementation Planning

Programs to be Included

- Pilot with HSH contracted Scattered Site programs and ECS Housing Navigation
- Second wave: Emergency Shelters and Navigation Centers
- Third wave: Develop a plan with Street Outreach Manager for SFHOT implementation

Roll Out Plan

- March: train and launch with Scattered Sites and ECS Navigation
- April: monitor implementation and improve uptake with providers
- May: incorporate successes and lessons learned in the training and implementation plan
- June: train and launch with Shelters



Creating an Individualized Housing Support Plan

Creating an Individualized Housing Support Plan (IHSP)

- Click on the Programs tab from the client profile.
- Select the program under which you will add an IHSP assessment
- Click on the pencil and paper icon next to the program name to enter the program enrollment

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

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
 Five Keys - Rapid Rehousing - Prop C PH - Rapid Re-Housing TRAIN - Five Keys Charter Schools & Programs ⓘ	01/10/2025	Active	Individual
THC - Abigail Hotel Housing Ladder - ERAF PH - Housing with Services (no disability required for entry) TRAIN - Tenderloin Housing Clinic ⓘ	11/15/2024	11/15/2024	Individual
ECS: SOMA Access Point Coordinated Entry TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ	12/01/2023	12/11/2023	Individual

Creating an Individualized Housing Support Plan (ISHP)

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

PROGRAM: FIVE KEYS - RAPID REHOUSING - PROP C

Enrollment History Provide Services Events **Assessments** Notes Files Forms × Exit

Assessments LINK FROM ASSESSMENTS

Status Update Assessment	START
Annual Assessment	START
Pre Move-In (Housing Navigation) IHSP Assessment	START

ASSESSMENT HISTORY

- Navigate to the Assessment tab within the program enrollment to locate the IHSP
- *The IHSP is only available within program enrollments, it is not available as a client level assessment*
 - The program’s agency must also match your active agency for the IHSP to be visible.
- Locate the “Pre Move-In (Housing Navigation) IHSP Assessment” and click Start to begin

Creating an Individualized Housing Support Plan (IHSP)

- Please read the instructions at the top of the assessment before completing it
- Assessment broken out into 9 sections:
 - Permanent Housing Search *(Required)*
 - Temporary Shelter
 - Move-in Costs and Rental Subsidy
 - Income and Benefits
 - Transportation
 - Documents and Identifications
 - Health Services
 - Self-Care Support
 - Other Identified Needs

PRE MOVE-IN (HOUSING NAVIGATION) IHSP ASSESSMENT

 For each identified need, check goals and describe your interventions based on discussions with client.
For all clients experiencing homelessness, 'Permanent Housing Search' is a required identified need section.
Revisit client service plan every 30 days and create a new IHSP as goals are met.

IHSP Development Date 03/03/2025 

PERMANENT HOUSING SEARCH

OUR GOAL IS TO: Find and secure long-term housing

Assessed Barriers Client is homeless, Other 

Other Assessed Barriers

Timeframe 7-12 months 

Our Approach to Meeting this Goal 5 of 10 selected 

Connect to other provider/services detail

Other Approach

Next Steps

Filling out an IHSP Section Detail

PERMANENT HOUSING SEARCH

OUR GOAL IS TO: Find and secure long-term housing

Assessed Barriers Client is homeless, Other

Other Assessed Barriers Client has no support system in the area

Timeframe 4-6 months

Our Approach to Meeting this Goal 4 of 10 selected

Connect to other provider/services detail Client will be connected to SFHOT for case management services.

Next Steps Connect client to SFHOT, work to obtain an ID

- Toggle on a Goal to show the fields within each section.
- You can select multiple responses for the “Assessed Barriers” and “Our Approach to Meeting this Goal” fields
- Selecting “Other” within a field will create a text box for you to add any additional responses that do not already appear.
- Selecting “Connect to Other Provider/Services” will also create a text box to add additional details
- Click “Save” at the bottom of the assessment to save your IHSP



Viewing and Editing an Existing Individualized Housing Support Plan

Viewing an Existing IHSP

PROGRAM: FIVE KEYS - RAPID REHOUSING - PROP C

Enrollment History Provide Services Events **Assessments** Notes Files Forms X Exit

Assessments

LINK FROM ASSESSMENTS

- Status Update Assessment **START**
- Annual Assessment **START**
- Pre Move-In (Housing Navigation) IHSP Assessment **START**

ASSESSMENT HISTORY

Advanced search options View ▾

Assessment Name	Completed	Details
Pre Move-In (Housing Navigation) IHSP Assessment ⓘ	03/03/2025	

Other Status Assessment

Can only see Assessments completed within enrollment

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

ASSESSMENTS

No results found

ASSESSMENT HISTORY

Assessment Name	Completed	Details
Pre Move-In (Housing Navigation) IHSP Assessment ⓘ	03/03/2025	
Transfer and RA Assessment (HSH Only) ⓘ	11/14/2024	ELIGIBILITY
Adult Primary CE Assessment ⓘ	12/01/2023	Adult Priority: 102 ELIGIBILITY

Can see Assessments completed under any enrollment

Editing an Existing IHSP

- You can only edit IHSP Assessments that have been completed under your active agency and if your access role allows you to edit assessments.
 - An  icon means you can edit
 - An  icon means you can only view
- The following parts of the IHSP can be edited:
 - IHSP Development Date
 - All fields and toggles
- Click “Save” to save your edits
- Users are not able to delete assessments. Please reach out to Bitfocus if an assessment needs to be removed

ASSESSMENT HISTORY		
Assessment Name	Completed	Details
 Pre Move-In (Housing Navigation) IHSP Assessment 	03/03/2025	

HOUSING NAVIGATION - INDIVIDUALIZED HOUSING SUPPORT PLAN (IHSP)

 For each identified need, check goals and describe your interventions based on discussions with client.
For all clients experiencing homelessness, Permanent Housing Search is a required identified need section.
Revisit client service plan every 30 days and create a new IHSP as goals are met.

IHSP Development Date: 03/12/2025 

PERMANENT HOUSING SEARCH

OUR GOAL IS TO: Find and secure long-term housing

Assessed Barriers: Client is homeless, Other 

Other Assessed Barriers: Client does not have a phone

Timeline: 4-6 months 

Our Approach to Meeting this Goal: 4 of 10 selected 

Connect to other provider/services detail: Will connect client to other providers who can help obtain documents.

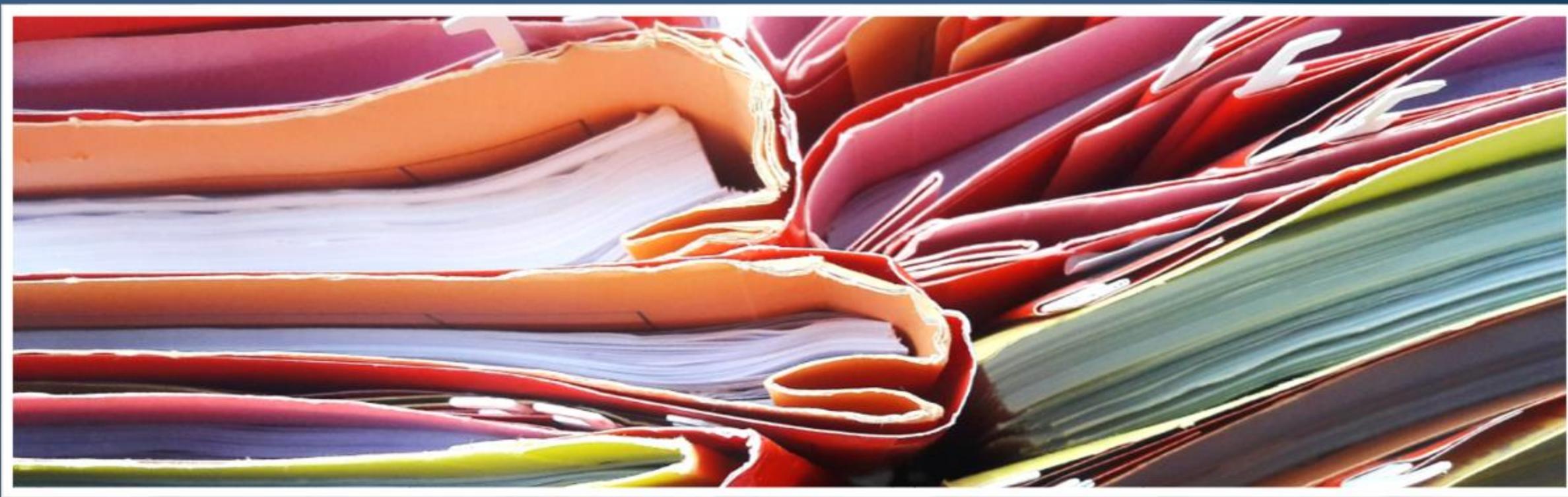
Next Steps: Client will work on obtaining documents needed to be document ready.

TEMPORARY SHELTER

OUR GOAL IS TO: Find a safe indoor place for the client to sleep

MOVE-IN COSTS AND RENTAL SUBSIDY

OUR GOAL IS TO: Obtain funds to secure housing, move in, and subsidize ongoing rent.



Individualized Housing Support Plan Section Details

IHSP Section Detail: Permanent Housing Search

PERMANENT HOUSING SEARCH

OUR GOAL IS TO: Find and secure long-term housing

Assessed Barriers ▼

Timeframe ▼

Our Approach to Meeting this Goal ▼

Next Steps

Assessed Barriers

- Client is homeless
- Other

Approach to Meeting this Goal

- Search for long term housing
- Complete housing applications
- Request for reasonable accommodations
- Complete income verification and rent calculation
- Ensure the living environment is safe for move in
- Tenancy education and landlord/property management engagement
- Communicate with landlords/property management and advocate on
- Support details of the move

IHSP Section Detail: Temporary Shelter

TEMPORARY SHELTER

OUR GOAL IS TO: Find a safe indoor place for the client to sleep

Assessed Barriers ▼

Time Frame ▼

Our Approach to Meeting this Goal ▼

Next Steps

Assessed Barriers

- Client is staying somewhere not meant for human habitation
- Other

Approach to Meeting this Goal

- Link to temporary shelter
- Connect to other provider/services
- Other

IHSP Section Detail: Move-In Costs and Rental Subsidy

MOVE-IN COSTS AND RENTAL SUBSIDY

OUR GOAL IS TO: Obtain funds to secure housing, move in, and subsidize ongoing rent.

Assessed Barriers ▼

Time Frame ▼

Our Approach to Meeting this Goal ▼

Next Steps

Assessed Barriers

- Client does not have sufficient income to secure, move in, and retain housi
- Other

Approach to Meeting this Goal

- Assist with obtaining rent payment, security deposit, moving assistance serv
- Secure resources to assist with subsidizing rent
- Other

IHSP Section Detail: Income and Benefits

INCOME AND BENEFITS

OUR GOAL IS TO: Improve client's financial stability by providing resources and advocacy

Assessed Barriers ▼

Time Frame ▼

Our Approach to Meeting this Goal ▼

Next Steps

Assessed Barriers

- Client does not have sufficient income to meet their needs
- Other

Approach to Meeting this Goal

- Assist in obtaining employment
- Assist in obtaining benefits
- Connect to other provider/services
- Other

IHSP Section Detail: Transportation

TRANSPORTATION

OUR GOAL IS TO: Client needs reliable transportation so they can participate in housing search, move in process, and attend appointments

Assessed Barriers ▼

Time Frame ▼

Our Approach to Meeting this Goal ▼

Next Steps

Assessed Barriers

Client does not have a reliable mode of transportation to participate in housing search

Other

Approach to Meeting this Goal

Secure available resources for vehicle impound and repair

Secure available resources to cover transportation expenses

Secure non-emergency, non-medical transportation to assist client's mobility

Connect to other provider/services

Other

IHSP Section Detail: Documents and Identification

DOCUMENTS AND IDENTIFICATION

OUR GOAL IS TO: Obtain documents/identification to support the client's housing search and/or benefits application

Assessed Barriers ▼

Time Frame ▼

Our Approach to Meeting this Goal ▼

Next Steps

Assessed Barriers

- Client does not have necessary documents
- Other

Approach to Meeting this Goal

- Assist in obtaining identification
- Assist in obtaining other required documents
- Connect to other provider/services
- Other

IHSP Section Detail: Health Services

HEALTH SERVICES

OUR GOAL IS TO: Connect client to health services

Assessed Barriers

Time Frame

Our Approach to Meeting this Goal

Next Steps

Assessed Barriers

- Client does not have access to health services
- Other

Approach to Meeting this Goal

- Assist in obtaining health insurance
- Provide harm reduction supports
- Connect to other provider/services
- Other

IHSP Section Detail: Self-Care Support

SELF-CARE SUPPORT

OUR GOAL IS TO: Connect client to personal care resources

Assessed Barrier

Time Frame

Our Approach to Meeting this Goal

Next Steps

Assessed Barriers

- Client needs support with self-care
- Other

Approach to Meeting this Goal

- Assist with Independent Living Services
- Connect to other provider/services
- Other

IHSP Section Detail: Other Identified Needs

- The Other Identified Needs section can be used to enter goals that are not already included in the IHSP

OTHER IDENTIFIED NEEDS

Other Identified Needs

OUR GOAL IS TO:

Time Frame ▼

Our Approach to Meeting this Goal

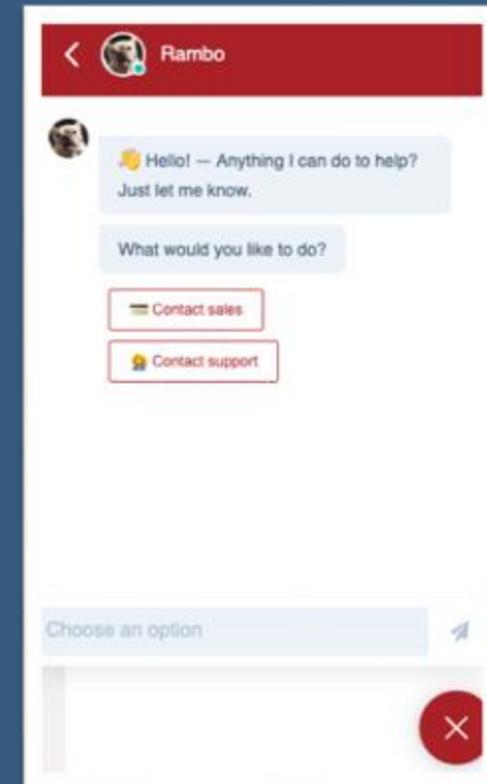
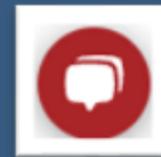
Resources

Bitfocus Help Desk

- onesf@bitfocus.com
- 415.429.4211

ONESF Help Center Website:
onesf.bitfocus.com

Help Desk Widget (In ONE System and on
ONESF Help Center Website)



When should I go to the Help Desk?

Example scenarios:

- I accidentally added an extra IHSP and I need it to be deleted!
- I am not able to edit an IHSP I created! **Help!**
- **Oopsie!** I wrote an IHSP for the wrong client!

And much more! Feel free to reach out to the Help Desk with any situation that is difficult to resolve on your own!

Questions?

