

Property Management Orientation

1950 Mission Lease Up



Learning Objectives

ONE System Lease Up for Property Management and Support Services

- New User Accounts
- How to Log in
- Search for clients
- Access client files as needed for lease up process
- More training on posting units and referrals to come in the future

Getting a New User Account for the ONE System


- Complete Trainings
 - Clarity General Training
 - SFDPH Privacy Training
- Notify your Agency Lead that you completed both trainings
 - The Agency Lead will contact the Bitfocus Help Desk to request a new user account
- You will receive an email with login information. Follow the instructions to create a unique password for the ONE System and electronically certify that SFDPH Privacy Training has been completed.



Login

← → ↻ <https://onesf-train.clarityhs.com/login>

Apps Onboarding Bitfocus HUD Workplan ONE Newsletter



CLARITY
HUMAN SERVICES

propertymanager

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SIGN IN

[FORGOT PASSWORD?](#)



Search for a Client

- ▶ Every client is assigned a unique ID
- ▶ Search for client using their Unique Identifier, Name, Date of Birth or Social Security Number

SEARCH FOR A CLIENT ADD CLIENT (+)

SEARCH CASELOAD REFERRALS

Evergreen

SEARCH

	Date of Birth	Last Four SSN	Last Updated	ROI
Evergreen Tree - do Not Use	07/01/1988	9797	04/14/2020	Yes

Managed with Clarity Human Services

Your recent client searches:

- Evergreen Tree - do Not Use
- Milk Shake
- Sapphire Test
- Sapphire Test
- Peter Pine



Access Client Profile Information

- ▶ Personal information about a client can be found here
- ▶ Household members are listed on the profile screen

The screenshot displays the 'Evergreen Tree - do Not Use' client profile page. The interface includes a top navigation bar with tabs for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The user is identified as Sarah Hoffman, Sarah Smith Housing Services. The main content area is titled 'CLIENT PROFILE' and contains a form with the following fields:

Social Security Number	XXX-XX-9797	
Quality of SSN	Full SSN Reported	
Last Name	Tree - do Not Use	
First Name	Evergreen	
Quality of Name	Full name reported	
Quality of DOB	Full DOB Reported	
Date of Birth	07/01/1988	Adult Age: 32
Middle Name	None	
Gender	Male	
Race	Black or African American	
Ethnicity	Non-Hispanic/Non-Latino	
Veteran Status	No	

Additional information includes a 'UNIQUE IDENTIFIER 76764ABE7', a 'PROGRAM REFERRAL' section with a pending referral, and a 'No Contact Information Add' button. The right sidebar shows 'Household Members' with 'Pine Tree' and 'Daughter', 'Active Programs' (HFFS - Housing Solutions, Problem Solving, Zion Housing, Bayview Access Point), 'Recent Services' (Short Term Subsidy), and 'Assigned Staff' (SH, SP). The page is managed with Clarity Human Services and includes an Audit Log button.



Contact Information

Contact information can be found at the bottom of the profile screen

US Military?

Primary Phone Number: Primary Email:

Secondary Phone Number:

Emergency Contact:

Emergency Contact Phone Number: Email:

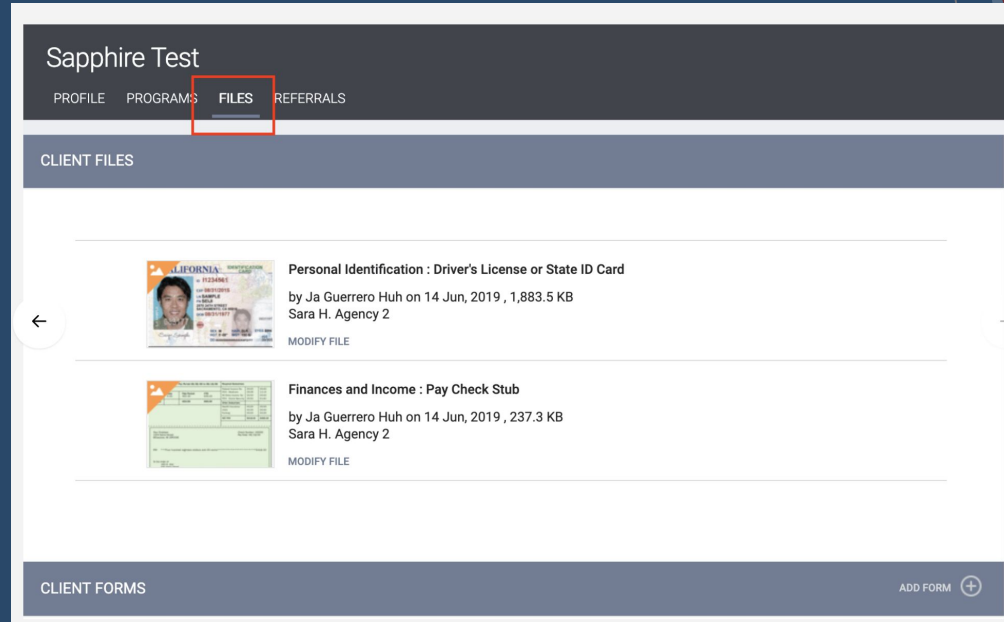
****PLEASE USE LOCATION TAB TO DOCUMENT HOUSEHOLD'S CURRENT AND PREVIOUS LOCATIONS****



Accessing Client Files

The file tab may contain client documentation such as:

- ▶ ID
- ▶ Social Security Card
- ▶ Proof of Income
- ▶ Birth Certificate



The screenshot displays the 'Sapphire Test' user interface. At the top, a dark navigation bar contains the title 'Sapphire Test' and four menu items: 'PROFILE', 'PROGRAMS', 'FILES', and 'REFERRALS'. The 'FILES' menu item is highlighted with a red rectangular box. Below the navigation bar, a light blue header reads 'CLIENT FILES'. The main content area lists two documents:

- Personal Identification : Driver's License or State ID Card**
by Ja Guerrero Huh on 14 Jun, 2019 , 1,883.5 KB
Sara H. Agency 2
MODIFY FILE
- Finances and Income : Pay Check Stub**
by Ja Guerrero Huh on 14 Jun, 2019 , 237.3 KB
Sara H. Agency 2
MODIFY FILE

At the bottom of the interface, a dark blue bar contains the text 'CLIENT FORMS' on the left and 'ADD FORM +' on the right.

Need More Help?

- ONESF Home Page <https://onesf.clarityhs.com/login>
- ONESF Help Center Articles
<https://onesf.clarityhs.help/hc/en-us/articles/360015482654-Coordinated-Entry-Training-Materials->
- Don't forget the Helpdesk! onesf@bitfocus.com or 415.429.4211

