

ONE System Shelter Process: Outreach Teams

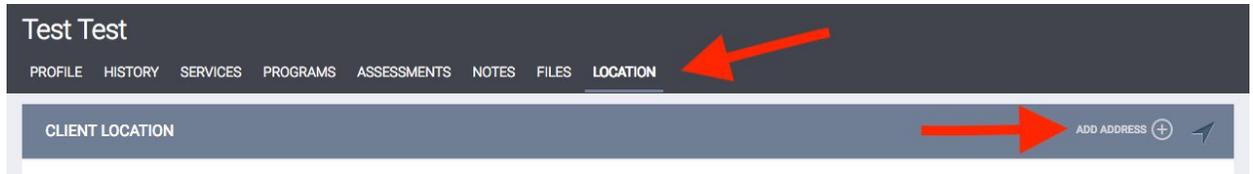
This document will outline the various steps that the outreach teams need to complete as their part of the individual shelter room placement process.

Getting a Family on the Individual Shelter Room Placement List

1. When an Outreach team encounters a family in the streets, they can complete the initial steps for getting the family on both the Hamilton Family Congregate Bed (HFCB) wait list as well as the Individual Shelter Room Placement List. They first need to create client profiles in the ONE System for each family member.



2. They then need to update the HoH's most recent Location information in the Location tab.



To log a client's most recent location information in the ONE System, users must first navigate to the 'LOCATION' tab and select 'ADD ADDRESS' (pictured above). As many relevant addresses can be added for a client as needed to log all their common whereabouts. The first location field, 'Address Type', is a picklist of general address categories (pictured to the right). Pick the option that best fits the location information that you are entering. There are three fields, 'Name', 'Address (line 1)', and 'City' (pictured in red below), that require data entry in order to save a new Location. The 'Name' field should be used as a brief description field for the location like "Blue Tent" or "My parent's house". If contact information is being entered, which isn't necessarily a physical address, the 'Address (line 1)' field can be used to log what type of info is being entered such as "Cell Phone" or "Work Email". If a physical street address is being entered, make sure to enter it into the 'Address (line 1)' field as that information

- ✓ Home
- Work
- School
- Mailing
- Emergency
- Father
- Mother
- Spouse
- Temporary
- Other
- Legal Guardian
- Message
- Management Company
- Forwarding Address
- Encampment
- Tunnel

can be geolocated and mapped, which will aid the efforts of Outreach staff in the future if the client needs to be located. Each field should be updated with the most accurate information as

Address Type Home ▼

Name ✎

Address (line 1)

Address (line 2)

City

State CA - California ▼

Zip Code

Email

Phone (#1)

Phone (#2)

Status

Private

possible. When blue, the **'Status'** toggle indicates that the address should still be considered an active address for the client. When this is toggled off (gray), that address will be logged under the client's inactive addresses. The **'Private'** toggle will hide that specific address from the view of other users and should not be used unless a client requests to have their location information hidden in the system.

3. Once the Outreach team has updated the families general profile and

location information, they can indicate that the family has been verified unsheltered (by them), by starting a *Shelter (Individual Room) Placement Criteria* in the 'ASSESSMENTS' tab in the Head of Household's (HoH) ONE System profile. If the HoH already has a *Shelter Placement Criteria* started, that *Placement Criteria* can be updated with the most recent info by selecting the pencil icon next to the saved *Criteria*.

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

ASSESSMENTS

Family Eligibility Assessment	START
Family Housing Prioritization Assessment	START
Family Housing Problem-Solving Assessment	START
Shelter (Individual Room) Placement Criteria	START

New Criteria

ASSESSMENT HISTORY

Existing Criteria

Assessment Name	Completed	Details
  Shelter (Individual Room) Placement Criteria Bayview Access Point	05/15/2018	ELIGIBILITY

4. Within the Criteria, to verify a family unsheltered, the outreach team will need to activate the 'verified unsheltered' toggle and enter the 'verified unsheltered date'. They will also

need to complete the family demographic questions regarding family size and age before selecting “Save” at the bottom of the Criteria.

Date	05/15/2018 
Has this family been verified unsheltered by SFHOT or Access Point Outreach Teams?	<input checked="" type="checkbox"/>   Verified Unsheltered Date 05/15/2018 
Has this unsheltered family visited or engaged the Access Point?	<input type="checkbox"/>
How many people do you have in your immediate family that are in need of shelter?	2 
How many of those individuals are under the age of 18?	1
Head of household age?	28 
Family member #2's age?	4
Are you or any other family member pregnant?	No 

- By completing the first four steps listed above, the family will be placed in a table called “Verified Unsheltered Families who Have Not Engaged an AP”, which is on the *SF Family Individual Shelter Room Placement Criteria Dashboard* and can be used by the Access Points to engage these verified unsheltered families.
- The Outreach team should direct the family to one of the two Family Access Points as the family should not rely on the Access Points to contact them. Once the family visits or engages an AP, the AP will activate the corresponding toggle in the Shelter Placement Criteria, which will put the family on both the HFCB and Individual Shelter Room Placement Lists. If the family does not want to be on either of those lists, they can be removed from them using the toggles at the bottom of the Criteria. The first toggle will remove them from both shelter lists and the 2nd will remove them from just the HFCB list.

Remove Family from Individual Room Shelter Placement List (blue means remove):

Remove Family from Hamilton Family Congregate Bed Placement List (blue means remove):

Finding a Family that has Not Been Verified Unsheltered

1. Families who are seeking shelter and present as unsheltered at the AP will be immediately referred to First Friendship Shelter at and they are in pursuit of an individual shelter room or a bed at Hamilton Families Congregate Beds (HFCB), the Access Point will start a *Shelter (Individual Room) Placement Criteria* for them and indicate that the family had engaged the AP. To be eligible for a bed at HFCB the family will need to be verified unsheltered by an Outreach team, which will also improve the family's position on the 'Individual Shelter Room Placement List'.

Date

05/15/2018



Has this family been verified unsheltered by SFHOT or Access Point Outreach Teams?



Has this unsheltered family visited or engaged the Access Point?

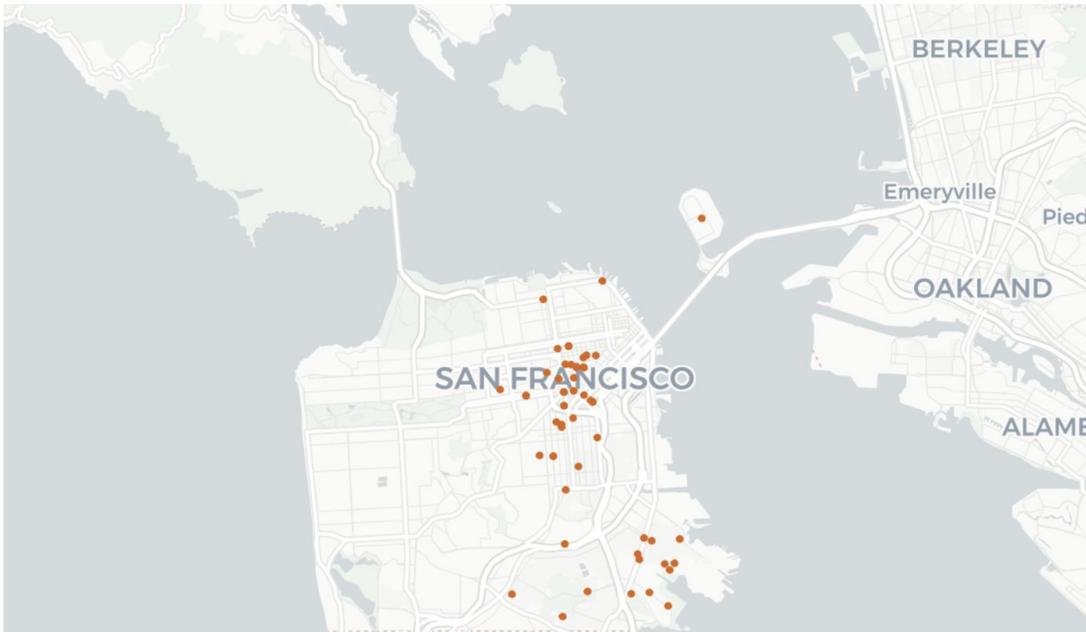


2. Families who have a *Shelter Placement Criteria* who have not been verified unsheltered will make it onto a "Families Who Need to Be Verified Unsheltered for Individual Shelter Room Placement" dashboard to be used by the Outreach teams for locating these families. This dashboard can be accessed in the ONE System through the Navigation Symbol/Reports/Data Analysis/San Francisco ONE System Reports/Families Who Need to Be Verified Unsheltered for Individual Shelter Room Placement.

The screenshot shows the HSH: SFHOT system interface. At the top, there is a navigation bar with 'REPORT LIBRARY', 'EXPLORE', and 'DATA ANALYSIS' (highlighted with a red arrow #3). Below this is a 'Built in Reports' section with '0 report(s)'. The main section is 'San Francisco ONE System Reports' with '13 report(s)'. A list of reports is shown, including 'SF Hot Verified Unsheltered Report', 'Adult CE Dashboard', 'Vet CE Dashboard', 'Data & Performance Sandbox', 'Data Quality Reports', and 'Family CES'. The report 'Families Who Need to Be Verified Unsheltered for Individual Shelter Room Placement' is highlighted with a red arrow #5. On the right side, there is a navigation menu with icons for 'SETUP', 'MANAGE', 'REPORTS', 'CALENDAR', 'MERGE', and 'DATA IMPORT'. A red arrow #2 points to the 'REPORTS' icon. A red arrow #4 points to the '13 report(s)' dropdown arrow.

- This dashboard contains a table with the HoHs for these families and their most recent location information as well as an interactive Map showing where those locations are (if a physical address was added with the location information).

Map of Those Who Need to Be Verified Unsheltered



Clients Who Need to be Verified Unsheltered for Shelter

Unique Identifier	Shelter Criteria Date Added ^	Last Updated Date	Is this the latest address? v	Address Type	Address 1
449F46524	2017-11-13	2017-11-21	Yes	Temporary	Motel
8017710D1	2017-11-13	2018-01-17	Yes	Home	na
AC5DAC6E	2017-11-14	2017-12-04	Yes	Home	N/A
393771AD7	2017-11-15	2018-01-04	Yes	Temporary	899 Guerrero St.
BBE2A0B84	2017-11-16	2017-12-20	Yes	Emergency	N/A
BBE2A0B84	2017-11-16	2017-11-16	No	Home	243 Gilman Av
081F52D5B	2017-11-17	2017-11-21	Yes	Mailing	391 Ellis St.
081F52D5B	2017-11-17	2017-10-03	No	Encampment	Hemlock Alley
3631770A0	2017-12-06	2018-03-13	Yes	Temporary	Friends couch
3631770A0	2017-12-06	2017-12-20	No	Temporary	501 Steiner St.
FE24CE153	2017-12-07	2017-12-07	Yes	Home	N/A
87A54F8A3	2017-12-08	2017-12-08	Yes	Home	N/A
E632ABD3D	2017-12-08	2017-12-08	Yes	Home	260 Golden Gate Ave
A5BBCECDD	2017-12-08	2018-01-05	Yes	Temporary	Mission and 10th st.

- Once the outreach teams locate a family, they will indicate they have verified the family is unsheltered using the verified unsheltered toggle in the *Placement Criteria*.

Date 04/19/2018 

Has this family been verified unsheltered by SFHOT/Access Point Staff? 

Verified Unsheltered Date 04/19/2018 