

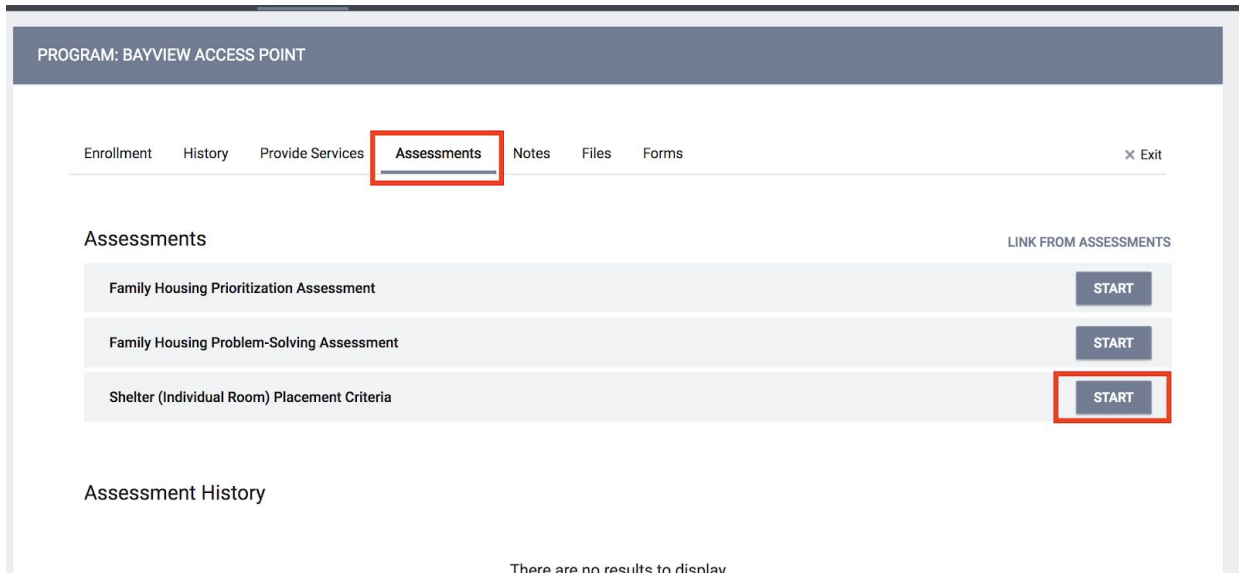
## ONE System Individual Shelter Room Placement

This document will outline the process to get a family onto the individual shelter room placement list, reviewing the placement list, and the process for referring the highest priority family to an individual shelter room.

### **Complete the Shelter (Individual Room) Placement Criteria Assessment**

Step 1: Click the program level “Assessment” tab. *Note: You must be in the client’s program enrollment screen to see this assessment tab.*

Step 2: Click “Start” next to the Shelter (Individual Room) Placement Criteria.



PROGRAM: BAYVIEW ACCESS POINT

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


Assessments LINK FROM ASSESSMENTS

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

Assessment History

There are no results to display

Step 3: Complete the field and click “Save”. *Note: Since the family is at the AP completing the criteria, the “Visited or engaged the Access Point” toggle should be switched to on (blue).*

Date 02/07/2019 

Does this family need to be verified unsheltered? ☐

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

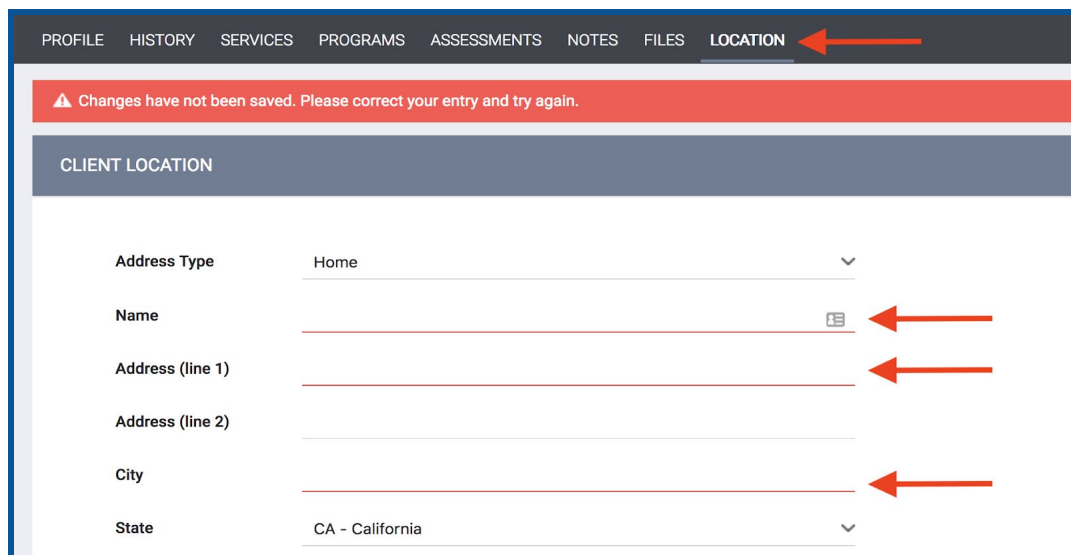
Has this unsheltered family visited or engaged the Access Point? ☒ Switch the toggle on to indicate the family has engaged at an AP

How many people do you have in your immediate 1 20

## Entering the Family's Location

Entering the family's location will assist outreach teams in finding families to verify a family is unsheltered.

Step 1: Click the "Location" tab. Complete the necessary fields. *Note: location Name, Address (line 1), and City are required fields.* This is to assist in verifying that a family is unsheltered. When physical addresses are entered into the "Location" information, the information is geolocated and mapped.



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

⚠ Changes have not been saved. Please correct your entry and try again.

CLIENT LOCATION

Address Type Home

Name

Address (line 1)

Address (line 2)

City

State CA - California

Step 2: The family's location will now show on the "Families Who Need to Be Verified Unsheltered for Individual Shelter Room Placement" dashboard. The SFHOT and AP Mobile Outreach Teams will be responsible for verifying that a family is unsheltered.



Step 3: Once the outreach teams locate a family, they will indicate the family is unsheltered using the verified unsheltered toggle in the *Placement Criteria*. Click on the Head of Household's "Assessment" tab.

Step 4: Scroll down to "Assessment History". Click the edit button to the right of the Shelter (Individual Room) Placement Criteria Assessment.



**Jane Test**

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

### ASSESSMENT HISTORY

Assessment Name	Completed	Details
<b>Shelter (Individual Room) Placement Criteria</b> San Francisco Family Coordinated Entry Agency	02/07/2019	ELIGIBILITY 
<b>Family Eligibility Assessment</b> San Francisco Family Coordinated Entry Agency	01/08/2019	
<b>Family Housing Prioritization Assessment</b> San Francisco Family Coordinated Entry Agency	01/08/2019	Fam Priority: 9 ELIGIBILITY 

Step 5: Toggle on the “Has this family been verified unsheltered by SFHOT or Access Point Outreach Teams” and enter the date the family was verified unsheltered.

Step 6: Toggle off the “Does this family need to be verified unsheltered”.

Does this family need to be verified unsheltered?



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



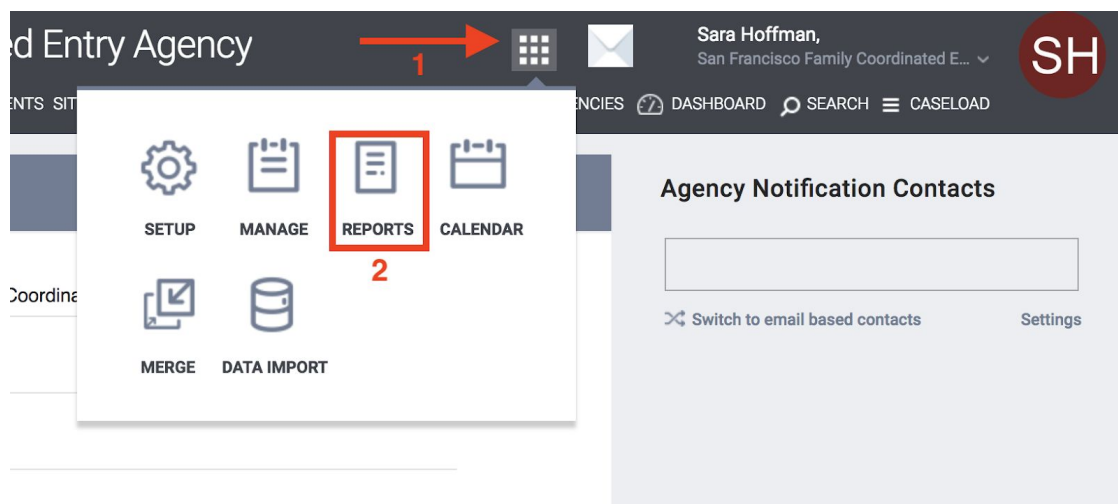
Verified Unsheltered Date

02/06/2019

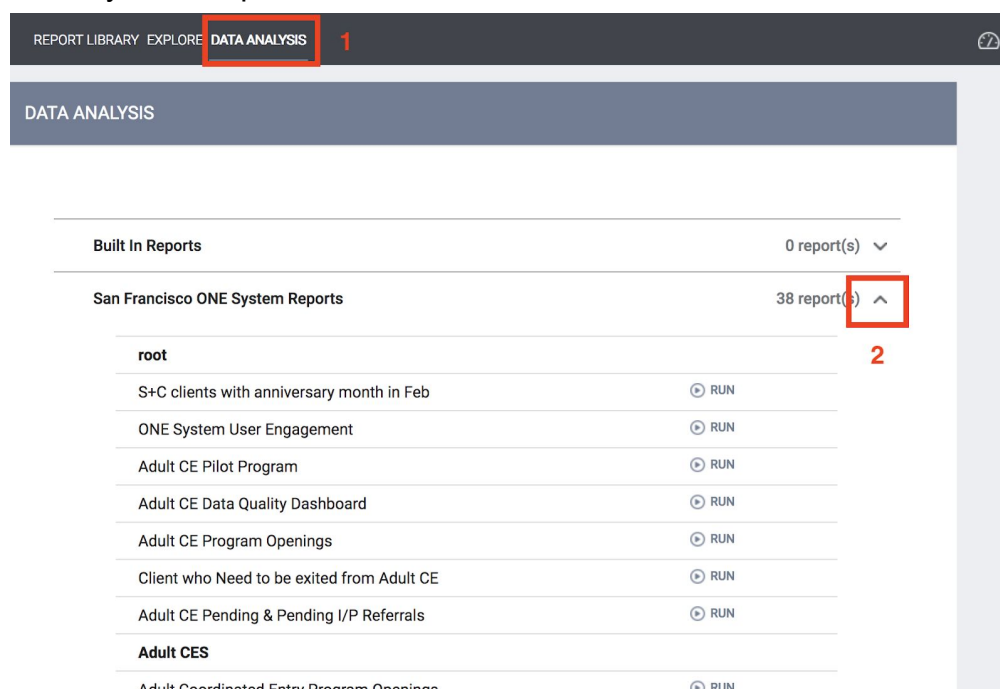


## Viewing the Individual Shelter Room Placement List










Step 1: Click the launchpad icon and then click “Reports”.




















Step 2: Click the “Data Analysis” tab. Click the drop down to the right of San Francisco ONE System Reports.



Step 3: Scroll down to the section for Family CES. Click “Run” for the “SF Family Individual Shelter Room Placement Dashboard”.

<b>Family CES</b>	
*SF Family Housing Prioritization Dashboard*	
*SF Family Individual Shelter Room Placement Criteria Dashboard*	
Family Priority List with Referral History	
CE Families with Pending Referral to PH or RRH	
Family CE Program Opening Dashboard	
Families Who Need to Be Verified Unsheltered	
CE Families Whose Referral on the Community Queue Expired	
Providence Foundation Shelter Attendees who Haven't Engaged an Access Point	
All Current Family CE Program Openings	

Step 4: View the “Individual Shelter Room Placement List” and scroll to the right to view the green columns. The family with the greatest amount of time in the “Calculated Length of Time in Shelter or Verified Unsheltered” column is the next in line for an individual room shelter.

Individual Shelter Room Placement List														
HoH Name	HoH Unique Identifier	Shelter Placement Criteria Date	Verified Unsheltered?	How many people in the household are in need of Shelter?	How many children?	Are you or another family member pregnant?	Has it been classified as a high risk Pregnancy?	When is the due date?	Days Since Taking Shelter Criteria	Total Days at Hamilton Family Emergency Center	Total Days at First Friendship	Total Days at Providence Bayview	Total Time in Shelter or Verified Unsheltered	
1	EC48B6ABF	2017-12-20	Yes	4	1	No			121	0	0	0	121	
2	394D28CCB	2018-01-02	Yes	7	5	No			108	0	0	0	108	
3	01B4445F4	2018-03-22	Yes	2	1				29	0	0	74	103	
4	514295A23	2018-01-11	Yes	4	2	No			99	0	0	0	99	
5	8CFAC757F	2018-01-12	Yes	3	2	No			98	0	0	0	98	
6	509A4D391	2018-01-22	Yes	2	1	No			88	0	0	0	88	
7	66E47564B	2018-01-25	Yes	4	1	No			85	0	0	0	85	
8	0C044FB49	2018-02-22	Yes	3	1				57	0	9	11	77	

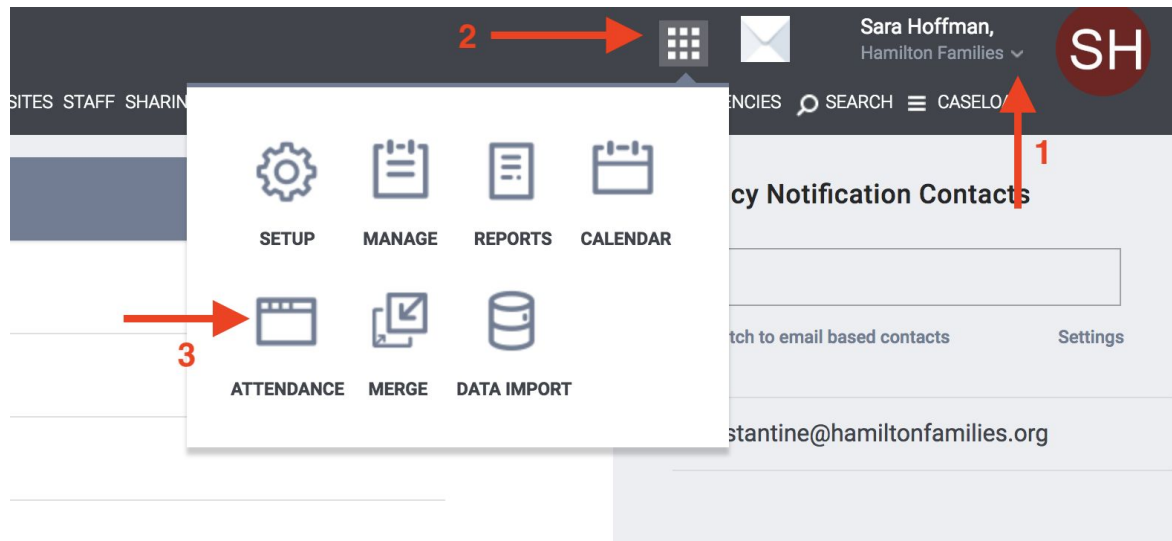
## Scheduling Intake Appointments

The Hamilton Family Emergency Shelter will be accepting three verified unsheltered families for intake appointments to congregate beds every day.

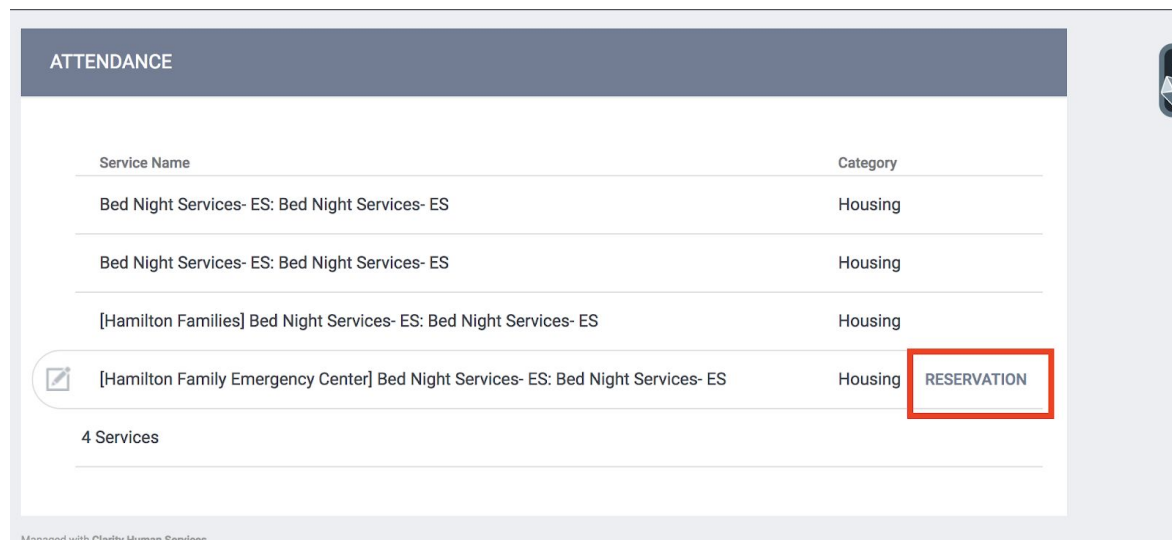
Step 1: The APs need to review the current bed openings at Hamilton Family Congregate Bed (HFCB) in the attendance tool and find the next opening available that fits the family's size and age demographics.

Steps 2: Switch to the Hamilton Families agency in ONE by clicking the drop down arrow underneath your name and selecting the correct agency.

Step 2: Click the “Launchpad” icon and then click “Attendance”.



Step 3: Click “Reservation” for the “[Hamilton Family Emerg Center] Bed Night Service”.

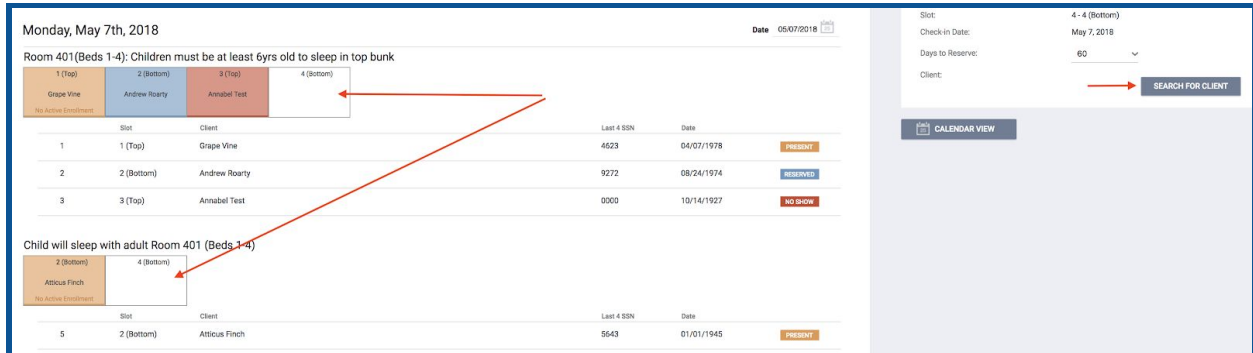


Step 4: When in the Reservation/Attendance tool, you will see various colored boxes. Each color indicates the following status:

- Blue indicates a reserved bed,

- Orange indicates a reserved bed where the person was marked “Present” for that particular day
- Red indicates a reserved bed where the person was marked as a “No Show”
- White indicates an unreserved bed.

*Note: Children must be six years of age to sleep alone in a top bunk and must be under the age of five to sleep in a bottom bunk with their parents. Ten cribs are available to be reserved at the bottom of the attendance page.*



Monday, May 7th, 2018

Room 401(Beds 1-4): Children must be at least 6yrs old to sleep in top bunk

Slot	Client	Last 4 SSN	Date	Status
1 (Top)	Grape Vine	4523	04/07/1978	PRESENT
2 (Bottom)	Andrew Roarty	9272	08/24/1974	RESERVED
3 (Top)	Annabel Test	0000	10/14/1927	NO SHOW

Child will sleep with adult Room 401 (Beds 1-4)

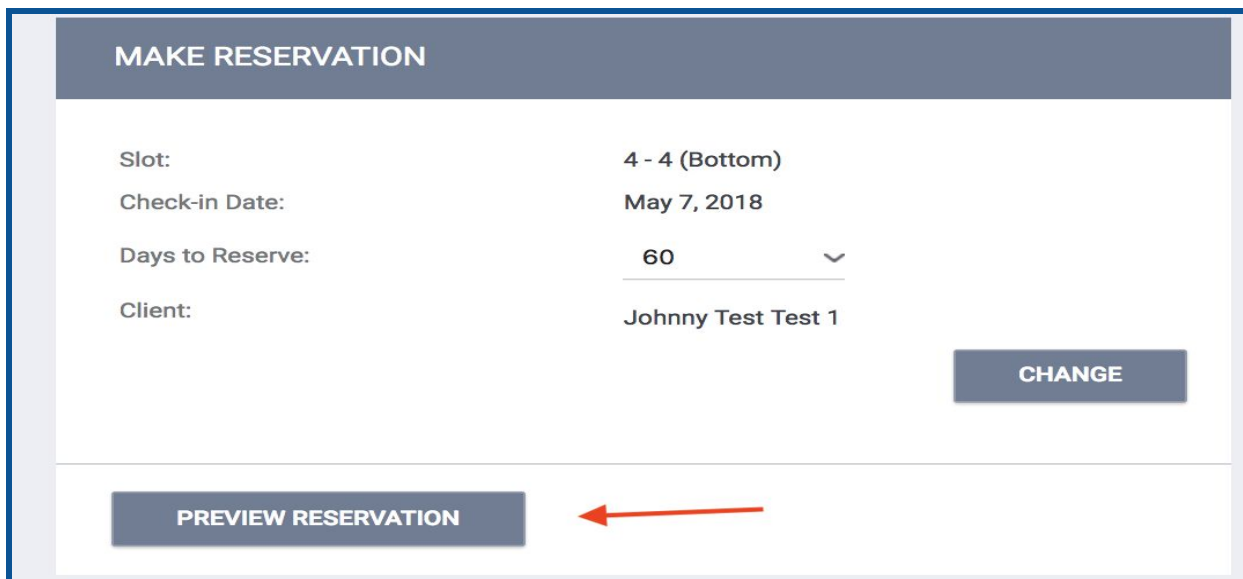
Slot	Client	Last 4 SSN	Date	Status
2 (Bottom)	Atticus Finch	5543	01/01/1945	PRESENT

Slot: 4 - 4 (Bottom)  
Check-in Date: May 7, 2018  
Days to Reserve: 60  
Client: [SEARCH FOR CLIENT]

CALENDAR VIEW

Step 5: Select the client you want to reserve a placement for then click “Preview reservation”.

Step 6: Scroll to the bottom page and click “Confirm”. *Note: APs should reserve the bed for five days and HFCB will update the reservation to the 60 day when they complete the client's intake.*






## MAKE RESERVATION

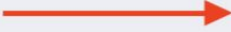
Slot: 4 - 4 (Bottom)  
Check-in Date: May 7, 2018  
Days to Reserve: 60  
Client: Johnny Test Test 1

CHANGE

PREVIEW RESERVATION



Jul 3, 2018	4 (Bottom) ▼	
Jul 4, 2018	4 (Bottom) ▼	
Jul 5, 2018	4 (Bottom) ▼	



Step 7: Once a bed has been reserved, the APs will need to schedule an intake appointment for the family with HFCB. The intake appointment must occur prior to their bed reservation.

APs can only schedule three intake appointments with Hamilton Families a day.

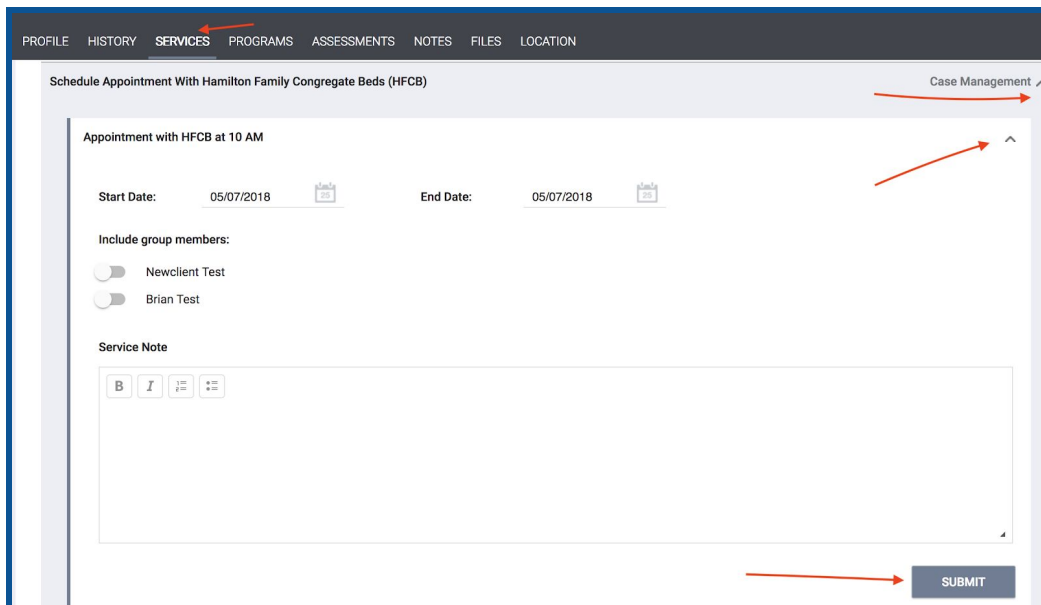
- 10:00 AM
- 2:00 PM
- 5:00 PM

The first step in scheduling an appointment is to review the *Daily Count of Appointments Scheduled with HFCB by viewing the Appointment Time* Look (Below the *Verified Unsheltered* Look on the Shelter Placement Dashboard) to see when the next available intake appointment is.

Daily Count of Appointments Scheduled with HFCB by Appointment Time					just now ⋮
Appointment Time: >	Appointment with HFCB at 10 AM	Appointment with HFCB at 2 PM	Appointment with HFCB at 5 PM	Total	
Appointment Date ^	Count of Scheduled Appointments	Count of Scheduled Appointments	Count of Scheduled Appointments	Count of Scheduled Appointments	
2018-05-06	0	0	0	0	
2018-05-07	1	0	0	1	
2018-05-08	0	1	0	1	
2018-05-11	0	0	1	1	

Step 8: Click the “Services” tab in the client’s file.

Step 9: Click “Schedule Appointment With Hamilton Family Congregate Beds (HFCB)” service and enter the necessary information. Click “Submit”.



Step 10: That appointment will be reflected in the “Daily Count of Appointments” Look as well as the “Clients with HFCB Intake Appointment” Look located on the shelter dashboard. These Looks will also be emailed to HFCB staff multiple times a day so they know when upcoming appointments are available.

Daily Count of Appointments Scheduled with HFCB by Appointment Time											
Appointment Time: >	Appointment with HFCB at 10 AM		Appointment with HFCB at 2 PM		Appointment with HFCB at 5 PM		Total				
Appointment Date ^	Count of Scheduled Appointments		Count of Scheduled Appointments		Count of Scheduled Appointments		Count of Scheduled Appointments		Count of Scheduled Appointments		
2018-05-07			2						2		
2018-05-08					1		1		2		
2018-05-11							1		1		

Clients with HFCB Intake Appointment											
HoH Name	HoH Unique Identifier	Shelter Placement Criteria Date	Verified Unsheltered?	Verified Unsheltered Date	How many people in the household are in need of Shelter?	How many children?	Are you or another family member pregnant?	Has it been classified as a high risk Pregnancy?	When is the due date?	Most Recent Appointment Date	Most Recent Appointment Time with HFCB
Test Test	5814AE06E	2018-04-20	Yes	2018-04-27	4	2	No			2018-05-11	Appointment with HFCB at 5 PM
Test McTesty	997C9DF44	2018-05-08	Yes	2018-05-08	3	2	No			2018-05-08	Appointment with HFCB at 5 PM

Step 11: Hamilton Family staff will indicate if the family shows up for their scheduled intake appointment. Click the “Service” tab and select the “Family Appointment Attendance Tracking” service.

Family appointment attendance tracking
Case Management ^

Family attended scheduled intake
Family did not attend scheduled intake appointment
Family never showed at HFCB in the 24 hrs after scheduled appointment

Step 12: To remove a family from the “HFCB Verified Unsheltered list”, click the “Assessment” tab. Scroll down to “Assessment History”.

Step 13: Click edit to the right of the Shelter (Individual room) Placement Criteria Assessment.

Jane Test

1
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

ASSESSMENT HISTORY

Assessment Name	Completed	Details
<div> 2 <div> Shelter (Individual Room) Placement Criteria San Francisco Family Coordinated Entry Agency </div> <div> 02/07/2019 </div> <div> ELIGIBILITY </div> </div>		
<div> Family Eligibility Assessment San Francisco Family Coordinated Entry Agency </div>	01/08/2019	
<div> Family Housing Prioritization Assessment San Francisco Family Coordinated Entry Agency </div>	01/08/2019	<div> Fam Priority: 9 </div> <div> ELIGIBILITY </div>

Step 14: Click the toggle to indicate that yes “Remove Family from the Hamilton Family Congregate Bed Placement List”. *If the family is no longer in need of shelter all*

together, the “Remove from Shelter Placement” toggle can be activated and the family will be removed from both shelter lists.

Remove Family from Individual Room Shelter Placement List (blue means remove):	<input type="checkbox"/>
Remove Family from Hamilton Family Congregate Bed Placement List (blue means remove):	<input checked="" type="checkbox"/>
Why was family removed from HFCB verified unsheltered list?	Family did not show up for HFCB intake