



# BVHM Reservations Training



*Welcome!*



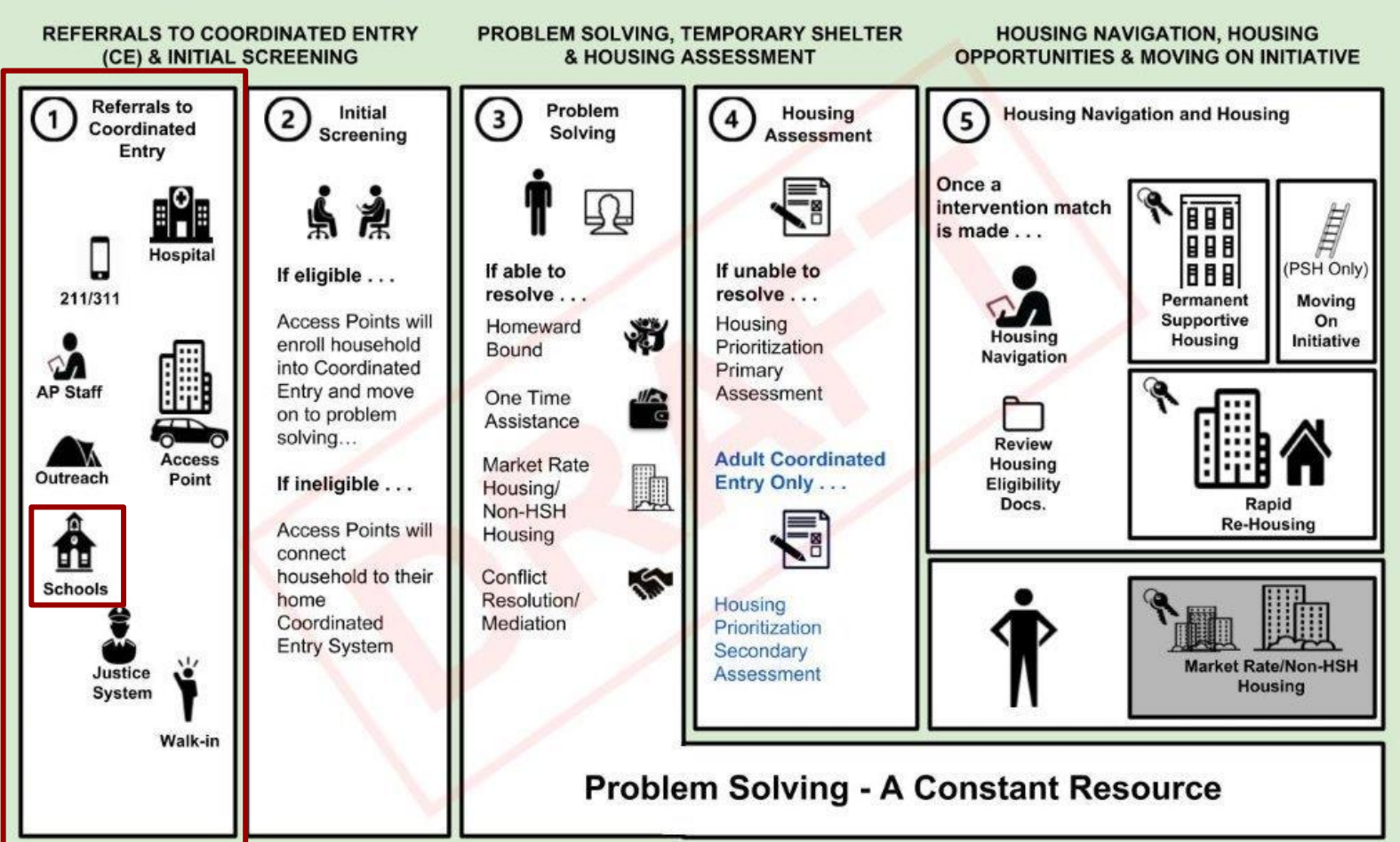
# Agenda

- 1) Coordinated Entry Process Flow Review
- 2) Search and create a client
- 3) Configure Household
- 4) Make a reservation
- 5) Record Attendance
- 6) Document No-Shows
- 7) Exit the Family from the Program


# SF Coordinated Entry: Buena Vista Horace Mann Referrals

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# Coordinated Entry Process Flow



# BVHM Program Eligibility Guidelines:



**Families with a student at BVHM that lacks a fixed, regular, adequate nighttime residence can access shelter at DSCS**

**BVHM Social Worker identifies families that meet the following program eligibility:**

**BVHM Social Worker along with SFUSD Wellness Staff provides case management, obtains release of information, and begins the referral process to DSCS**

1) Are in immediate danger if they remain in current living situation, as determined by SFUSD and are unable to access the appropriate shelter network;

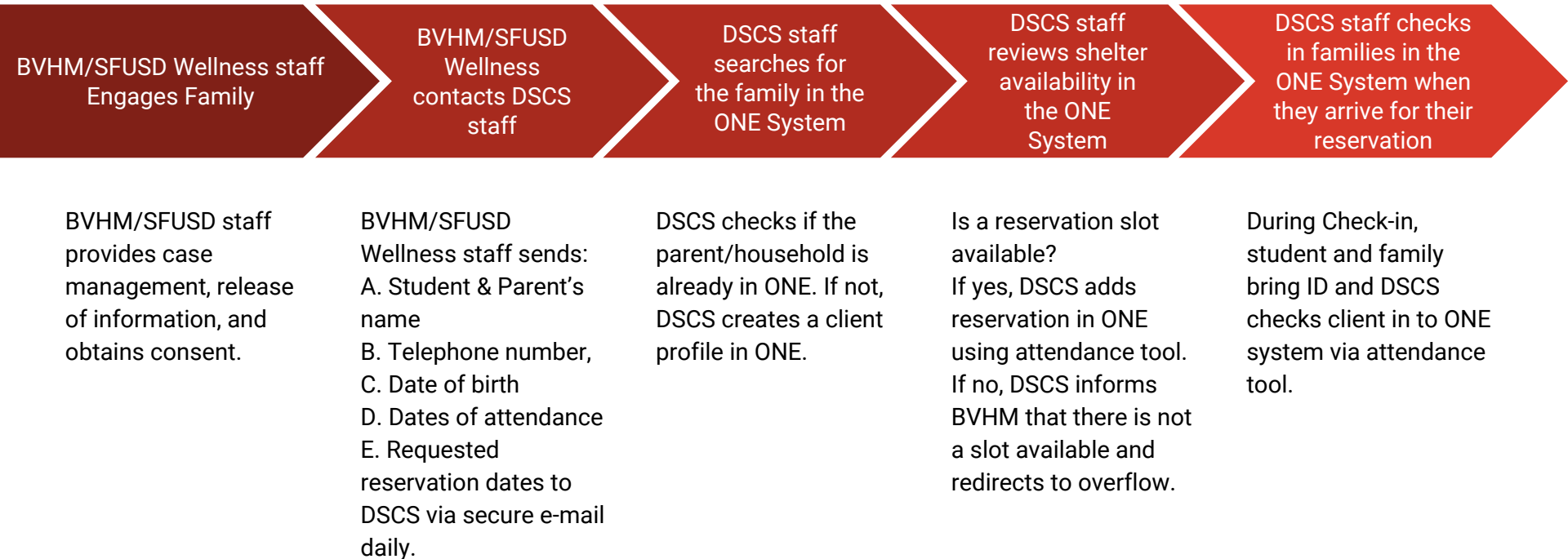
2) Live in a car, park, abandoned building, or public or private place not designed for, or ordinarily used as, a regular sleeping accommodation for human beings, as determined by SFUSD;

3) Live temporarily in a trailer park or camping area due to the lack of adequate living

4) Have a primary nighttime residence that is a shelter designated to provide temporary living accommodations, such as shelters, as determined by SFUSD; or

5) Live “doubled-up” with another family, due to loss of housing, stemming from financial problems, as determined by SFUSD based on availability[1].

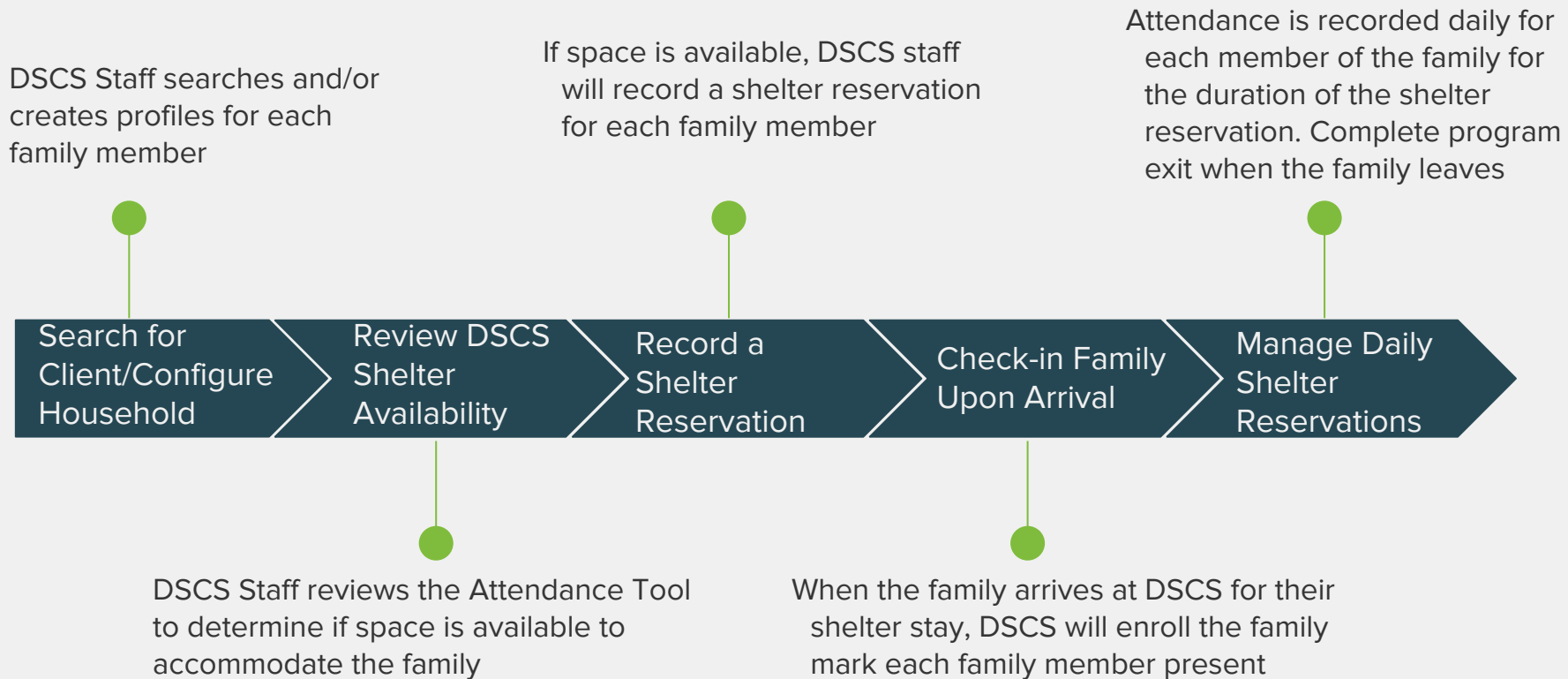
# BVHM Referrals to DSCS



# DSCS ONE System Workflow

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# Overview of Shelter Reservation Process In the ONE System

# Search for Clients and Configure Household

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# Search for a Client

2) Search for the Head of Household in the search box.

Search can be conducted by entering a partial first name, partial last name, Date of Birth, or Social Security number.

Search for the person before creating a new profile to avoid creating duplicate profiles in the ONE System.


If you find the person in the system, click edit to the left of the person's name to open their profile screen (red arrow).

SEARCH FOR A CLIENT

ADD CLIENT +

SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

	Date of Birth	Last Four SSN	Last Updated
Abtest Abtest		0000	06/12/18
 Amy Test	12/03/76	4656	06/06/18

# Search for a Client (add client)

3) If the client does not appear, click “ADD CLIENT” and complete the profile screen this person.

SEARCH FOR A CLIENT

ADD CLIENT +

SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

Your search - "test Jeana" - did not match any client.

Your recent client searches accessed:

Elsie Test

Amy Test



Newclient Test

# Review/Complete Client Profile

A message will appear to confirm that the profile was created.

4) Repeat steps 2 and 3 (Search for a client slides) to add all of the members of the household in the ONE System

## Jeana Test



JF Agency  
San Francisco

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES LOCATION

Your changes have been saved successfully.

# Configure Household

5) Open the Head of Household's profile and click Manage.

Clients that appear under Household Members are part of the household.

The screenshot displays the user interface for the ResCheck Train system. At the top, the user's name 'Danny Dawn' is shown on the left, and navigation icons (grid, envelope) and the text 'ResCheck Train, [TRAINING] Providence Foundation' are on the right. A search bar is also present. Below the header, the 'CLIENT PROFILE' section is visible on the left, containing fields for 'Social Security Number' (XXX - XX - 0239) and 'Quality of SSN' (Full SSN Reported). On the right, the 'Household Members' section is highlighted with a red border. It features a 'Manage' button and a list of household members: 'Baby Dawn' and 'Daughter'. The 'RT' logo is in the top right corner.

Danny Dawn

PROFILE SERVICES PROGRAMS

ResCheck Train,  
[TRAINING] Providence Foundation

RT

SEARCH

CLIENT PROFILE

Social Security Number XXX - XX - 0239

Quality of SSN Full SSN Reported

Household Members

Manage

Baby Dawn Daughter

# Configure Household (cont)

The Household members you searched for will appear on the right side of the screen under “ Your recent client searches accessed”

6) Move your mouse to the right side of the last four digits of the SSN and a plus sign will appear. Click the plus sign to add the family member to the household.

Head of Household will have a star next to the member type (red arrow).

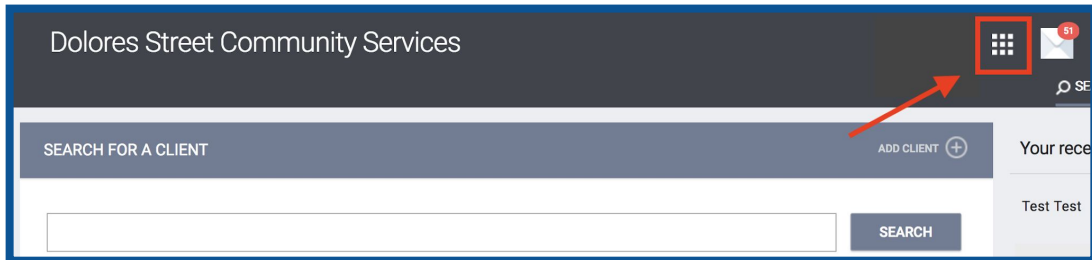
Household Members	
Danny Dawn	Mother ★
Baby Dawn	Daughter
Your recent client searches accessed:	
Angel Adams	6078
Child Bennett	8471
Child Dawn	3094
Baby Adams	6348
Claiborne Claire	1983
Bonnie Bennett	4871

# Review availability and Record Reservations

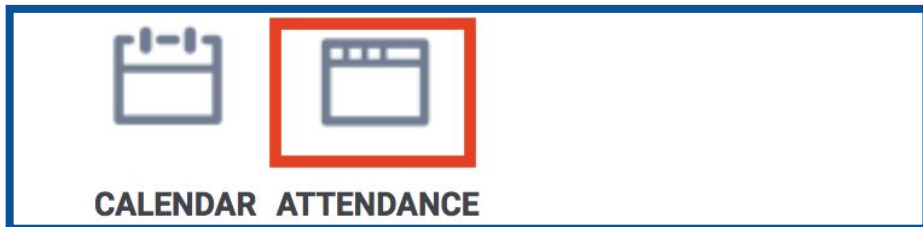
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# Attendance Tool



**Access the Attendance Tool to view DCSC shelter availability.**



1) Log in and select the Launcher Menu highlighted in the screenshot below.

2) Select Attendance

3) Click Reservation

ATTENDANCE	
Service Name	Category
[TRAINING] Bed Night Services- ES: [TRAINING]Bed Night Services- ES	Housing <b>RESERVATION</b>
1 Service	

# Attendance Tool

## In the Reservation/Attendance tool:

- **Blue square** indicates a reserved bed
- **Orange square** indicates a reserved bed that the person was marked “Present” for that particular day
- **Red square** indicates a reserved bed that the person was marked as a “No Show”
- **White square** indicates an open, unreserved bed

Monday, May 7th, 2018

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

Slot	Client
1 (Top)	Grape Vine
2 (Bottom)	Andrew Roarty
3 (Top)	Annabel Test
4 (Bottom)	


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

Slot	Client
2 (Bottom)	Atticus Finch
4 (Bottom)	

5 2 (Bottom) Atticus Finch

# Make a Reservation

Thursday, December 7th, 2017

Date 12/07/2017 

## Slots

Slot #1 Bertha Venice	Slot #2 Lani Booker	Slot #3 Julia Jay	Slot #4 Joe William	Slot #5 Christina LI
Slot #6 Bob Spongetti	Slot #7 Lupe May	Slot #8 More Ryan	Slot #9 Gumble Barney	Slot #10 Irving Wonderchicken
Slot #11	Slot #12	Slot #13	Slot #14	Slot #15

**Access the Attendance Tool to view DCSC shelter availability.**

- **Reserved clients appear in blue.** This means that the slots are unavailable to record a new reservation, as they are already reserved.
- **Click on an open space in white to make a reservation in an open slot.**

# Make a Reservation

Search for the client to make the reservation. When the client appears, click select.

MAKE RESERVATION

Slot: 4 - Slot #4

Check-in Date: December 7, 2017

Days to Reserve: 1

Client:

SEARCH FOR CLIENT

SEARCH FOR A CLIENT

bo bar

SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

SEARCH FOR A CLIENT

bo bar

SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

	Date of Birth	Last Four SSN	Last Updated	
Bob Barker	03/06/50	3452	06/26/17	SELECT

# Make a Reservation

**Preview and confirm the reservation to reserve the bed.**

- The reservation screen will appear. Click preview reservation to review the details.
- Confirm the reservation to reserve the slot.
- The slot will turn blue to indicate it was reserved.
- Complete this step for every member of the family staying at DCSC.

### MAKE RESERVATION

Slot: 4 - Slot #4

Check-in Date: December 7, 2017

Days to Reserve: 1

Client: Bob Barker

CHANGE

PREVIEW RESERVATION

### Table Info

Dec 7, 2017 Slot #4

CONFIRM

NIGHT SERVICES- ES: BED NIGHT SERVICES- ES			
<div> Date 12/07/2017 </div>			
Slot #4 Bob Barker	Slot #5 Christina LI No Active Enrollment	Slot #6 Clarence Moore No Active Enrollment	Slot #7 Lupe May No Active Enrollment
Slot #11 Fake Baby	Slot #12 Fake Fakie	Slot #13	Slot #14

# Enroll and Check-in Family Upon Arrival

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# Enroll Family in the BHVM Shelter Program

Rihanna Fenti

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

PROGRAM HISTORY

There are no results to display

PROGRAMS: AVAILABLE

Buena Vista Horace Mann Family Shelter

Active Clients

11 CLIENTS

36 % Families  
64 % Individuals

Occupancy (Today)

5 UNITS

25 % Checked In  
10 % Reserved  
65 % Available

Funding Source  
Other (N/A)

Service Categories:  
✓ Housing

Availability  
Full Availability

HOUSING AVAILABILITY:

► Dolores BVHM Congregate Attendance: Congregate Shelter Attendance BVHM 60 Beds In 20 Units

Include group members:  
☒ Jojo Fenti

PRINT DIRECTIONS DOC REQUIREMENTS

ENROLL

- 1) Click on programs
- 2) Toggle to include all group members
- 3) Click Enroll

# Enroll Family in the BHVM Shelter Program

Rihanna Fenti

[PROFILE](#) [HISTORY](#) [SERVICES](#) [PROGRAMS](#) [ASSESSMENTS](#) [NOTES](#) [FILES](#) [LOCATION](#) [REFERRALS](#)

Enroll Program for client Rihanna Fenti

Program Entry Date

\_/\_/\_ 

Housing Status at Entry

Select



Is the Client an Adult or Head of Household?

Yes (Automatically Generated Response)



Is the Program Type Either Emergency Shelter, Safe Haven, or Street Outreach?

Yes (Automatically Generated Response)



## LIVING SITUATION

Type of Residence

Select



Length of Stay in Prior Living Situation

Select



Approximate Date Homelessness Started

\_/\_/\_ 

Number of times on the streets, in ES, or SH in the past three years

Select



Total number of months homeless on the streets, in ES, or Safe Haven in the past three years

Select



## LIFETIME LENGTH OF HOMELESSNESS IN SF:

Have you ever been homeless in San Francisco?

Select



## LIFETIME LENGTH OF HOMELESSNESS OUTSIDE OF SF:

Have you ever been homeless outside of San Francisco?

Select



## DISABLING CONDITIONS AND BARRIERS

Disabling Condition

Select



SAVE &amp; CLOSE

CANCEL

Complete the program enrollment screen for each group member



# Check-in Family

Dolores Street Community Services

SEARCH FOR A CLIENT

ADD CLIENT +

SEARCH

Your rece

Test Test

CALENDAR ATTENDANCE

ATTENDANCE

Service Name	Category
[TRAINING] Bed Night Services- ES: [TRAINING]Bed Night Services- ES	Housing RESERVATION

1 Service

**Access the Attendance Tool to Check-in reserved families.**

- 1) Log in and select the Launcher Menu highlighted in the screenshot below.
- 2) Select Attendance
- 3) Click Reservation

# Check-in Family

## Access the Attendance Tool to Check-in reserved families.

- Reserved clients appear in blue. Locate the family member by name and click on the slot.
- Select Present to check in the client.
- The reservation will turn orange. The reservation is successfully checked-in.
- Complete this step for every member of the family staying at DCSC.

NIGHT SERVICES- ES: BED NIGHT SERVICES- ES

Date 12/07/2017

Slot #4 Joe William	Slot #5 Christina LI	Slot #6 Bob Spongetti
Slot #10 Irving Wonderchicken	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

RESERVED

Slot: 6  
Client: Bob Spongetti  
Reserved by: Janel Fletcher  
Reserved Agency: [TRAINING] Providence Foundation  
Reservation Ends: Dec 7, 2017

PRESENT

NO SHOW

CALENDAR VIEW

NIGHT SERVICES- ES: BED NIGHT SERVICES- ES

Date 12/07/2017

Slot #4 Joe William	Slot #5 Christina LI	Slot #6 Bob Spongetti No Active Enrollment
Slot #10 Irving Wonderchicken	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

PRESENT

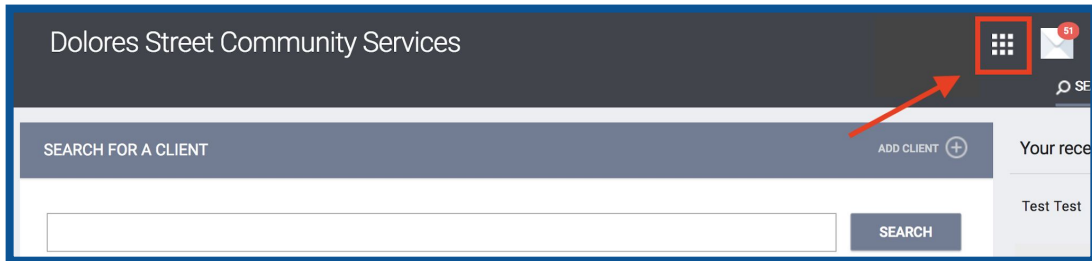
Slot: 6  
Client: Bob Spongetti  
Reserved by: Janel Fletcher  
Reserved Agency: [TRAINING] Providence Foundation  
Reservation Ends: Dec 7, 2017  
Check-In by: Janel Fletcher

CALENDAR VIEW

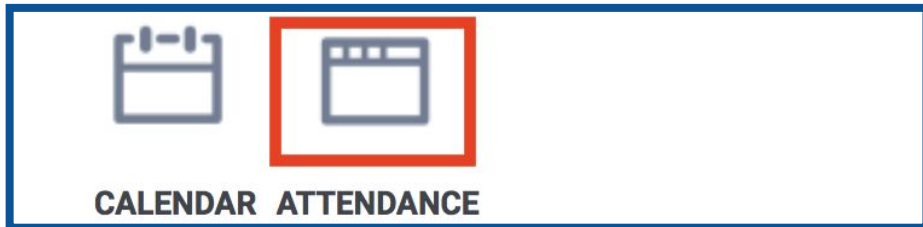
# Check-in Multiple Families for Nightly Attendance

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# Check-in Multiple Families

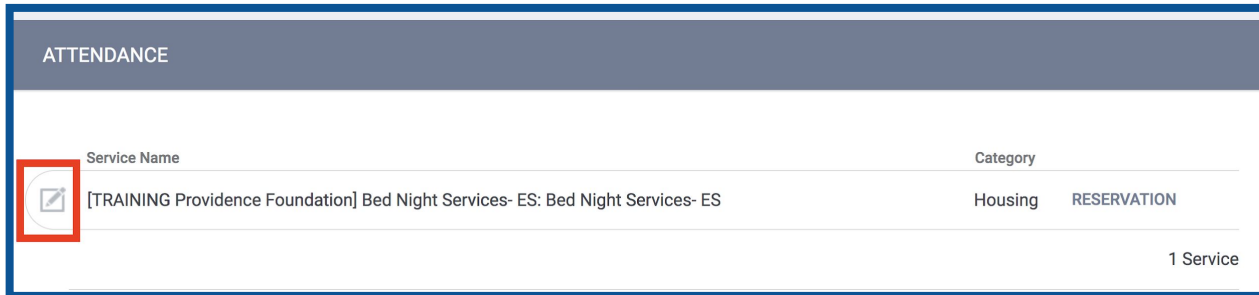


**Click edit on the Attendance Tool to check-in all reserved families for the night.**



1) Log in and select the Launcher Menu highlighted in the screenshot below.

2) Select Attendance



3) Move your mouse to the left of the attendance service and the Edit option will appear. Click Edit.

# Check-in Multiple Families

## Mark all reserved beds present for today's date

Thursday, December 7th, 2017

Date 12/07/2017

### In Attendance

Client Name

Slot #

Remove All Clients →

Jojo Fenti	28	Add
Rihanna Fenti	29	Add
Arthur Weasley	30	Add
Flower Rain	31	Add
Ginnie Weasley-Potter	32	Add
Kimm Blackwell	33	Add
Maxwell Ulysses	34	Add
Megan Owens Test	35	Add
Megan Rose Owens Test	36	Add
Molly Weasley	37	Add
Ron Weasley	38	Add
Rose Flower	39	Add
Dora the Explorer	40	Add

38 Clients

← Add All Clients

- A list of the reserved clients for the current date (attendance tool defaults to today's date) will appear on the right side of the screen.
- Scroll down to the end of the Reserved Clients list and click Add All Clients to mark all clients present.
- The clients will appear on the left under the "In Attendance" section to indicate that their reservation is checked in.

# Check-in Multiple Families

Your changes have been saved successfully.

[TRAINING PROVIDENCE FOUNDATION] BED NIGHT SERVICES- ES: BED NIGHT SERVICES- ES













Thursday, December 7th, 2017

Date

12/07/2017



## In Attendance

Client Name	Slot #	
Gomer Pyle	1	
Good Boy	2	
Donald Santos	3	
Bob Barker	4	
Christina LI	5	
Clarence Moore	6	
Lupe May	7	
More Ryan	8	
Gumble Barney	9	
Irving Wonderchicken	10	
Fake Baby	11	
Fake Fakie	12	

## Reserved Clients

Client Name	Slot #
-------------	--------

## Mark all reserved beds present for today's date

- A message will appear: "Your changes have been saved successfully" and the clients will appear on the In Attendance list on the left.
- If you review the In Attendance list and see someone that should not be checked-in, click on the trashcan to move them back to reserved status.

# Check-in Multiple Families

Your changes have been saved successfully.

[TRAINING PROVIDENCE FOUNDATION] BED NIGHT SERVICES- ES: BED NIGHT SERVICES- ES













Thursday, December 7th, 2017

Date

12/07/2017



## In Attendance

Client Name	Slot #	
Gomer Pyle	1	
Good Boy	2	
Donald Santos	3	
Bob Barker	4	
Christina LI	5	
Clarence Moore	6	
Lupe May	7	
More Ryan	8	
Gumble Barney	9	
Irving Wonderchicken	10	
Fake Baby	11	
Fake Fakie	12	

## Reserved Clients

Client Name Slot #

- A message will appear: “Your changes have been saved successfully” and the clients will appear on the In Attendance list on the left.
- If you review the In Attendance list and see someone that should not be checked-in, click on the trashcan to move them back to reserved status.

# Check-in Multiple Families

Thursday, December 7th, 2017

Date 12/07/2017 

## Slots

Slot #1 Gomer Pyle No Active Enrollment	Slot #2 Good Boy No Active Enrollment	Slot #3 Donald Santos No Active Enrollment	Slot #4 Bob Barker No Active Enrollment	Slot #5 Christina LI No Active Enrollment	Slot #6 Clarence Moore No Active Enrollment	Slot #7 Lupe May No Active Enrollment
Slot #8 More Ryan No Active Enrollment	Slot #9 Gumble Barney No Active Enrollment	Slot #10 Irving Wonderchicken No Active Enrollment	Slot #11 Fake Baby No Active Enrollment	Slot #12 Fake Fakie No Active Enrollment	Slot #13 Albius Potter No Active Enrollment	Slot #14 Dorey Wong No Active Enrollment
Slot #15 Gold Blue No Active Enrollment	Slot #16 Juninho Pernambucano No Active Enrollment	Slot #17 Bella Orso No Active Enrollment	Slot #18 Daisy Santos No Active Enrollment	Slot #19 Captain Kirk No Active Enrollment	Slot #20 Aladdin Street Rat No Active Enrollment	Slot #21 Charles Smith No Active Enrollment
Slot #22 Beyonce Fenti No Active Enrollment	Slot #23 Adams Fred No Active Enrollment	Slot #24 Andrew Roarty No Active Enrollment	Slot #25 Arthur Fonzarelli No Active Enrollment	Slot #26 Byhre Bob No Active Enrollment	Slot #27 Afeni Shakur No Active Enrollment	Slot #28 Jojo Fenti No Active Enrollment
Slot #29 Rihanna Fenti No Active Enrollment	Slot #30 Arthur Weasley No Active Enrollment	Slot #31 Flower Rain No Active Enrollment	Slot #32 Ginnie Weasley-Potter No Active Enrollment	Slot #33 Kimm Blackwell No Active Enrollment	Slot #34 Maxwell Ulysses No Active Enrollment	Slot #35 Megan Owens Test No Active Enrollment
Slot #36 Megan Rose Owens No Active Enrollment	Slot #37 Molly Weasley No Active Enrollment	Slot #38 Ron Weasley No Active Enrollment	Slot #39 Rose Flower No Active Enrollment	Slot #40 Dora the Explorer No Active Enrollment		

## All Families Marked Present

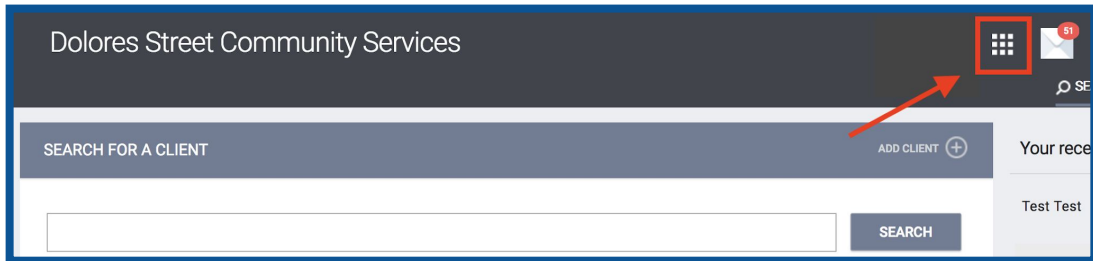
From the Reservation view, all blue reservations are now orange to indicate they are checked in.



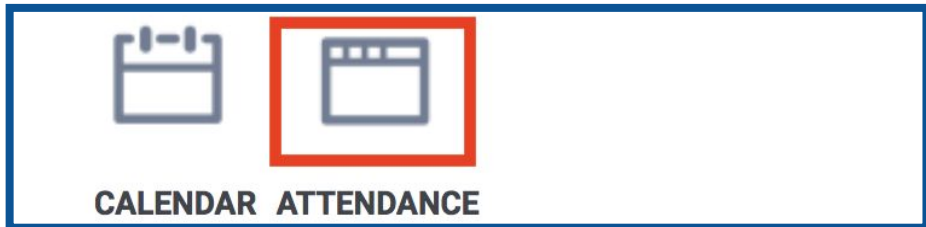
# Mark a Reservation a No Show

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# Record No Shows



**Access the Attendance Tool to view update the reservation.**



1) Log in and select the Launcher Menu highlighted in the screenshot below.

2) Select Attendance

3) Click Reservation

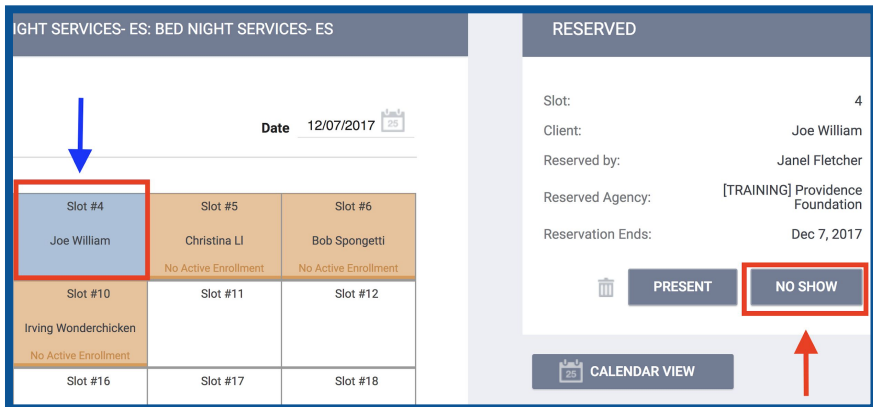
ATTENDANCE	
Service Name	Category
[TRAINING] Bed Night Services- ES: [TRAINING]Bed Night Services- ES	Housing RESERVATION
1 Service	

# Record No-Shows

## DSCS No Show Policy

If a family has not shown up for their bed reservation by 8:00 pm, DSCS mark the family as no show in ONE system, unless the family has made prior arrangement with DSCS for late check in.

Check in is nightly, if a family has 4 consecutive no shows without advance notice. DSCS will inform the school social workers before proceeding with cancellation of remaining reservation due to abandonment of shelter.



IGHT SERVICES- ES: BED NIGHT SERVICES- ES

RESERVED

Date 12/07/2017

Slot #4 Joe William	Slot #5 Christina LI No Active Enrollment	Slot #6 Bob Spongetti No Active Enrollment
Slot #10 Irving Wonderchicken No Active Enrollment	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

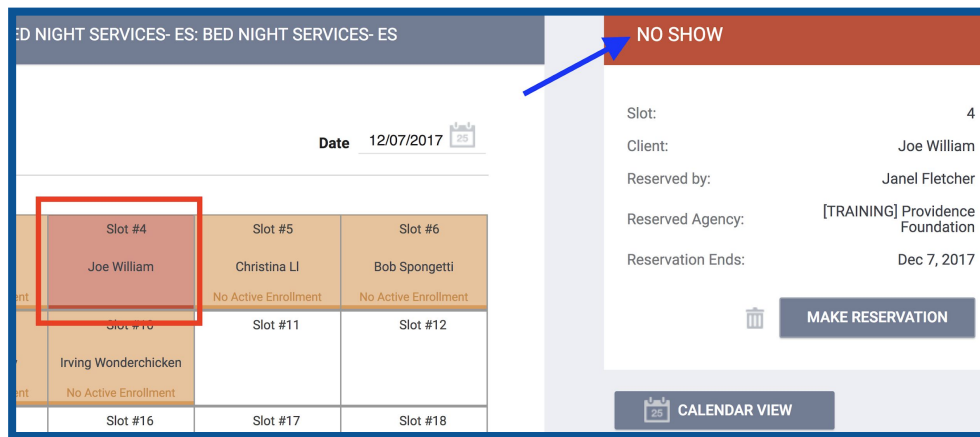
Slot: 4  
Client: Joe William  
Reserved by: Janel Fletcher  
Reserved Agency: [TRAINING] Providence Foundation  
Reservation Ends: Dec 7, 2017

PRESENT NO SHOW

CALENDAR VIEW

### How to Record a No Show:

- Reserved clients appear in blue. Locate the family member by name and click on the slot.
- For a client that does not arrive, click on the reservation (blue arrow) and select No Show (red arrow)
- The reservation will turn Red and indicate the client is a no show.
- Complete this step for every member of the family reserved at DCSC.



ED NIGHT SERVICES- ES: BED NIGHT SERVICES- ES

NO SHOW

Date 12/07/2017

Slot #4 Joe William	Slot #5 Christina LI No Active Enrollment	Slot #6 Bob Spongetti No Active Enrollment
Slot #10 Irving Wonderchicken No Active Enrollment	Slot #11	Slot #12
Slot #16	Slot #17	Slot #18

Slot: 4  
Client: Joe William  
Reserved by: Janel Fletcher  
Reserved Agency: [TRAINING] Providence Foundation  
Reservation Ends: Dec 7, 2017

MAKE RESERVATION

CALENDAR VIEW

# Exit the family from BVHM


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# Exit Family from BVHM

Rihanna Fenti

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

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
 Buena Vista Horace Mann Family Shelter [TRAINING] Dolores Street Community Services	11/01/2018	Active	Group


PROGRAMS: AVAILABLE

There are no results to display

- 1) Click on programs
- 2) Find the program enrollment for Buena Vista Horace Mann Family Shelter and click Edit
- 3) Next, click Exit on the right side of the menu

AM: BUENA VISTA HORACE MANN FAMILY SHELTER

Enrollment History Provide Services Notes Files Forms

 Exit

Program Service History

LINK FROM HISTORY

There are no results to display

# Exit Family from BVHM

SELECT CLIENTS TO EXIT FROM PROGRAM

☒
Rihanna Fenti
Mother

☒
Jojo Fenti
Grandchild

END PROGRAM

Complete the program Exit for each group member

Rihanna Fenti

PROFILE
HISTORY
SERVICES
PROGRAMS
ASSESSMENTS
NOTES
FILES
LOCATION
REFERRALS

PROGRAM: BUENA VISTA HORACE MANN FAMILY SHELTER

Enrollment
History
Provide Services
Notes
Files
Forms

End Program for client Rihanna Fenti

Program Exit Date

Housing Status at Exit

Category 1 - Homeless

Destination

Select

BVHM Exit Reason

Select

DISABLING CONDITIONS AND BARRIERS

Disabling Condition

No

Physical Disability

Select

Developmental Disability

Select

Chronic Health Condition

Select

HIV - AIDS

Select

Click the toggle to include all group members and complete the Exits screens.