

*Family Shelter Workflow
Training:
Attendance & Reservation Tools
February 18, 2020*



Welcome & Introductions



Intentions

“Bringing people together is what I call ‘ubuntu,’ which means ‘I am because we are.’ Far too often people think of themselves as just individuals, separated from one another, whereas you are connected and what you do affects the whole world. When you do well, it spreads out; it is for the whole of humanity.”

— Desmond Tutu

- ▶ To cultivate an environment of shared learning, where we can recognize each other as experts of our own experiences
- ▶ To try on new ideas through a show me-teach-me lens, where providers will be introduced to/refreshed on functionality in the ONE System.
- ▶ To partner with each other along this journey to try tools in the ONE system in order to support staff members with their daily operations

AGENDA

- ▶ How to Make a reservation for Shelter
 - ▶ Previewing a reservation
 - ▶ Completed reservations
- ▶ Check-in Shelter Reservation
 - ▶ How to check in clients
 - ▶ Attendance and reservation button
 - ▶ No Show function: Clients that do not arrive
 - ▶ Replacing a no show client with an alternative client
- ▶ How to check-in multiple clients at a time
- ▶ Individual Room Shelter
 - ▶ Utilizing Program Enrollments
 - ▶ Understanding Denials of Service
 - ▶ Program Exits
- ▶ Understanding: ESG
 - ** Applicable to: Hamilton, Compass and Lark-Inn

Understanding Congregate Shelter Workflow



Making a Reservation

Step 1: Log-in and select the **Launcher icon**

Step 2: Select the **Attendance icon**

Step 3: Select the **Reservation Button**

The screenshot displays the user interface of the [TRAINING] Providence Foundation system. At the top, the header shows the organization name, a user profile for Shatae Jones, and navigation links for SEARCH, CASELOAD, and REFERRALS. A red box highlights the Launcher icon (a 3x3 grid) in the top right corner.

Below the header, there is a search bar labeled "SEARCH FOR A CLIENT" with an "ADD CLIENT +" button. A red box highlights the Attendance icon (a calendar with a checkmark) in the central menu area. Other icons visible include SETUP, MANAGE, REPORTS, CALENDAR, MERGE, and DATA IMPORT.

On the right side, a list titled "Your recent client searches accessed:" shows names like Sally Springs, Minnie Mouse, and Safaree Samuels.


At the bottom, the "ATTENDANCE" section is active, showing a table with columns for "Service Name" and "Category". A red box highlights the "RESERVATION" button in the "Category" column for the service "[TRAINING Providence Foundation] Bed Night Services- ES: Bed Night Services- ES".

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

Making a Reservation

- ▶ The date of the reservation, will reflect the date the reservation is made
- ▶ Select the slot you would like to reserve, by clicking a space on the grid (example Slot#1)
- ▶ The **“Make a Reservation”** box will open and allow you to Search for a client.
- ▶ **Select Search For Client**

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

Thursday, December 26th, 2019 Date 12/26/2019  should reflect the date the reservation is made


Slots

Slot #1	Slot #2	Slot #3	Slot #4	Slot #5	Slot #6	Slot #7	Slot #8	Slot #9
Slot #10	Slot #11	Slot #12	Slot #13	Slot #14	Slot #15	Slot #16	Slot #17	Slot #18
Slot #19	Slot #20	Slot #21	Slot #22	Slot #23	Slot #24	Slot #25	Slot #26	Slot #27
Slot #28	Slot #29	Slot #30	Slot #31	Slot #32	Slot #33	Slot #34	Slot #35	Slot #36
Slot #37	Slot #38	Slot #39	Slot #40	Slot #41	Slot #42	Slot #43	Slot #44	Slot #45
Slot #46	Slot #47	Slot #48	Slot #					
Slot #55								

MAKE RESERVATION


Slot: 1 - Slot #1

Check-in Date: December 26, 2019

Days to Reserve: 1 

Client:

SEARCH FOR CLIENT

 **CALENDAR VIEW**

Making a Reservation: Searching for a client

- ▶ **Type the name** of the client
- ▶ **Click Search**
- ▶ **Select the desired client (red arrow)**. If the client's name does not appear in the list, hover your mouse on the right side of the select button. If there are additional clients that are not visible in the window, an option to scroll down will appear. If the client still does not appear, you will need to add the client in the ONE System ([add the client to the ONEsystem.](#))
- ▶ **Select Preview Reservation**
- ▶ **Select Confirm Reservation**



SEARCH FOR A CLIENT

minnie

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	
Minnie Mouse	01/25/85	1222	12/04/19	<div>SELECT</div>

MAKE RESERVATION

Slot:

1 - Slot #1

Check-in Date:

December 26, 2019

Days to Reserve:

1

Client:

Minnie Mouse

CHANGE

PREVIEW RESERVATION

CALENDAR VIEW

Table Info

Dec 26, 2019

Slot #1


CONFIRM

Making a Reservation

- Once a reservation is made, the reserved spot will change to blue

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

Thursday, December 26th, 2019

Date 12/26/2019 

Slots

Slot #1 Minnie Mouse	Slot #2	Slot #3	Slot #4	Slot #5	Slot #6
Slot #7	Slot #8	Slot #9	Slot #10	Slot #11	Slot #12
Slot #13	Slot #14	Slot #15	Slot #16	Slot #17	Slot #18
Slot #19	Slot #20	Slot #21	Slot #22	Slot #23	Slot #24
Slot #25	Slot #26	Slot #27	Slot #28	Slot #29	Slot #30
Slot #31	Slot #32	Slot #33	Slot #34	Slot #35	Slot #36

RESERVED


Slot: 1

Client: Minnie Mouse

Reserved by: Shatae Jones


Reserved Agency: [TRAINING] Providence Foundation

Reservation Ends: Dec 26, 2019



PRESENT

NO SHOW

 CALENDAR VIEW

Check-In Shelter Reservations

****Hamilton Family congregate bed reservations are made by family access points and the shelter staff are responsible for check-in**



Check-In Shelter Reservations

- Step 1: Log-in and select the Launcher icon
- Step 2: Select the Attendance Icon
- Step 3: Select the Reservation Button

[TRAINING] Providence Foundation

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Shatae Jones,
[TRAINING] Providence Foundation

SEARCHCASELOADREFERRALS

SEARCH FOR A CLIENTADD CLIENT

SEARCH

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

Your recent client searches accessed:

Sally Springs

Minnie Mouse

Safaree Samuels

SETUPMANAGEREPORTSCALENDAR

ATTENDANCEMERGEDATA IMPORT

ATTENDANCE

Service NameCategory

[TRAINING Providence Foundation] Bed Night Services- ES: Bed Night Services- ES

HousingRESERVATION

1 Service



Check-In Shelter Reservation

- ▶ Locate the family member by name and **click on the slot**
- ▶ **Select Present** to check-in the client
- ▶ The reservation will turn **orange**, to reflect a successful check-in

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

Thursday, December 26th, 2019 Date 12/26/2019

Slots

Slot #1 Minnie Mouse	Slot #2	Slot #3	Slot #4	Slot #5	Slot #6
Slot #7	Slot #8	Slot #9	Slot #10	Slot #11	Slot #12
Slot #13	Slot #14	Slot #15	Slot #16	Slot #17	Slot #18
Slot #19	Slot #20	Slot #21	Slot #22	Slot #23	Slot #24

RESERVED

Slot: 1
Client: Minnie Mouse
Reserved by: Shatae Jones
Reserved Agency: [TRAINING] Providence Foundation
Reservation Ends: Dec 26, 2019

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

Thursday, December 26th, 2019 Date 12/26/2019

Slots

Slot #1 Minnie Mouse No Active Enrollment	Slot #2	Slot #3	Slot #4	Slot #5	Slot #6	Slot #7
Slot #8	Slot #9	Slot #10	Slot #11	Slot #12	Slot #13	Slot #14
Slot #15	Slot #16	Slot #17	Slot #18	Slot #19	Slot #20	Slot #21

PRESENT

Slot: 1
Client: Minnie Mouse
Reserved by: Shatae Jones
Reserved Agency: [TRAINING] Providence Foundation
Reservation Ends: Dec 26, 2019
Check-In by: Shatae Jones



Shelter Reservation: No Shows

- ▶ For clients that “no show”, **click on the blue reservation slot**
- ▶ Then select **No Show**
- ▶ The reservation will turn Red, and a **Red NO Show** banner will be reflected on the right hand panel

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

Thursday, December 26th, 2019 Date 12/26/2019

Slots

Slot #1 Minnie Mouse No Active Enrollment	Slot #2 Safaree Samuels	Slot #3	Slot #4	Slot #5	Slot #6	Slot #7
Slot #8	Slot #9	Slot #10	Slot #11	Slot #12	Slot #13	Slot #14
Slot #15	Slot #16	Slot #17	Slot #18	Slot #19	Slot #20	Slot #21

RESERVED

Slot: 2
Client: Safaree Samuels
Reserved by: Shatae Jones
Reserved Agency: [TRAINING] Providence Foundation
Reservation Ends: Dec 26, 2019

PRESENT

NO SHOW

CALENDAR VIEW

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

Thursday, December 26th, 2019

Slots

Slot #1 Minnie Mouse No Active Enrollment	Slot #2 Safaree Samuels	Slot #3	Slot #4	Slot #5	Slot #6
Slot #8	Slot #9	Slot #10			

NO SHOW

Slot: 2
Client: Safaree Samuels
Reserved by: Shatae Jones
Reserved Agency: [TRAINING] Providence Foundation
Reservation Ends: Dec 26, 2019

MAKE RESERVATION

Shelter Reservation: Filling a No Show Reservation

- ▶ To fill a “No Show” reservation, click on the red slot of the client who No showed and select **Make Reservation**

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

Thursday, December 26th, 2019

Slots

Slot #1 Minnie Mouse No Active Enrollment	Slot #2 Safaree Samuels	Slot #3	Slot #4	Slot #5	Slot #6
Slot #8	Slot #9				

NO SHOW


Slot: 2

Client: Safaree Samuels

Reserved by: Shatae Jones

Reserved Agency: [TRAINING] Providence Foundation

Reservation Ends: Dec 26, 2019

 **MAKE RESERVATION**

Shelter Reservation: Filling a No Show Reservation

- ▶ The “Make Reservation” box will appear, click on **search for client**
- ▶ Click Select next to the correct client

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

Thursday, December 26th, 2019

Date 12/26/2019

Slots

Slot #1	Slot #2	Slot #3	Slot #4	Slot #5	Slot #6	Slot #7
Minnie Mouse	Safaree Samuels					
No Active Enrollment						

MAKE RESERVATION

Slot: 2 - Slot #2

Check-in Date: December 26, 2019

Days to Reserve: 1

Client:

SEARCH FOR CLIENT

SEARCH FOR A CLIENT

Angelica Rugrats

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	
Angelica Rugrats	01/06/97	4444	12/13/19	SELECT



Shelter Reservation: Filling a No Show Reservation

- ▶ Click **preview reservation** to review the details
- ▶ Confirm the reservation, by clicking **Confirm**
- ▶ The Message “**Reservation is successfully done!**” will flash briefly, then disappear.

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

Thursday, December 26th, 2019 Date 12/26/2019

Slots

Slot #1 Minnie Mouse No Active Enrollment	Slot #2 Safaree Samuels	Slot #3	Slot #4	Slot #5
Slot #6	Slot #7	Slot #8	Slot #9	Slot #10
Slot #11	Slot #12	Slot #13	Slot #14	Slot #15

MAKE RESERVATION

Slot: 2 - Slot #2

Check-in Date: December 26, 2019

Days to Reserve: 1

Client: Angelica Rugrats

CHANGE

PREVIEW RESERVATION

CALENDAR VIEW

Table Info

Dec 26, 2019 Slot #2

CONFIRM



Reservation is successfully done!

Shelter Reservation: Filling a No Show Reservation

- ▶ The new reservation (*example: Angelica Rugrats*) details will now appear in slot #2
- ▶ The the record for the No Show (*Safaree Samuels*) is now demonstrated in the NO Show section below

RESERVATION: [TRAINING PROVIDENCE FOUNDATION] BED NIGHT

SERVICES- ES: BED NIGHT SERVICES- ES

Thursday, December 26th, 2019

Date 12/26/2019

Slots

Slot #1 Minnie Mouse No Active Enrollment	Slot #2 Angelica Rugrats	Slot #3	Slot #4
Slot #5	Slot #6	Slot #7	Slot #8
Slot #9	Slot #10	Slot #11	Slot #12
Slot #13	Slot #14	Slot #15	Slot #16
Slot #17	Slot #18	Slot #19	Slot #20

RESERVED

Slot: 2

Client: Angelica Rugrats

Reserved by: Shatae Jones

Reserved Agency: [TRAINING] Providence Foundation

Reservation Ends: Dec 28, 2019

PRESENT

NO SHOW

CALENDAR VIEW

NO SHOW

Client: Safaree Samuels

Reserved by: Shatae Jones

Reserved Agency: [TRAINING] Providence Foundation



Shelter Reservation:

- ▶ Once the client arrives, click on the client's reserved slot and select **Present** to fulfill the reservation.
- ▶ The slot will turn **orange** to indicate that the client is checked-in

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

Tuesday, December 31st, 2019 Date 12/31/2019

Slots

Slot #1 Safaree Samuels No Active Enrollment	Slot #2	Slot #3	Slot #4	Slot #5	Slot #6	Slot #7
Slot #8	Slot #9	Slot #10	RESERVED			
Slot #15	Slot #16	Slot #17				
Slot #22	Slot #23	Slot #24				
Slot #29	Slot #30	Slot #31				

Slot: 2
Client: Minnie Mouse
Reserved by: Shatae Jones
Reserved Agency: [TRAINING] Providence Foundation
Reservation Ends: Dec 31, 2019

PRESENT **NO SHOW**

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

Tuesday, December 31st, 2019 Date 12/31/2019

Slots

Slot #1 Safaree Samuels No Active Enrollment	Slot #2	Slot #3	Slot #4	Slot #5	Slot #6
Slot #7	Slot #8	Slot #9	Slot #10	Slot #11	Slot #12
Slot #13	Slot #14	Slot #15	Slot #16	Slot #17	Slot #18

PRESENT

Slot: 2
Client: Minnie Mouse
Reserved by: Shatae Jones
Reserved Agency: [TRAINING] Providence Foundation
Reservation Ends: Dec 31, 2019
Check-In by: Shatae Jones

25 CALENDAR VIEW



Quick Check-in Multiple Families



Quick Check-in All Shelter Reservations

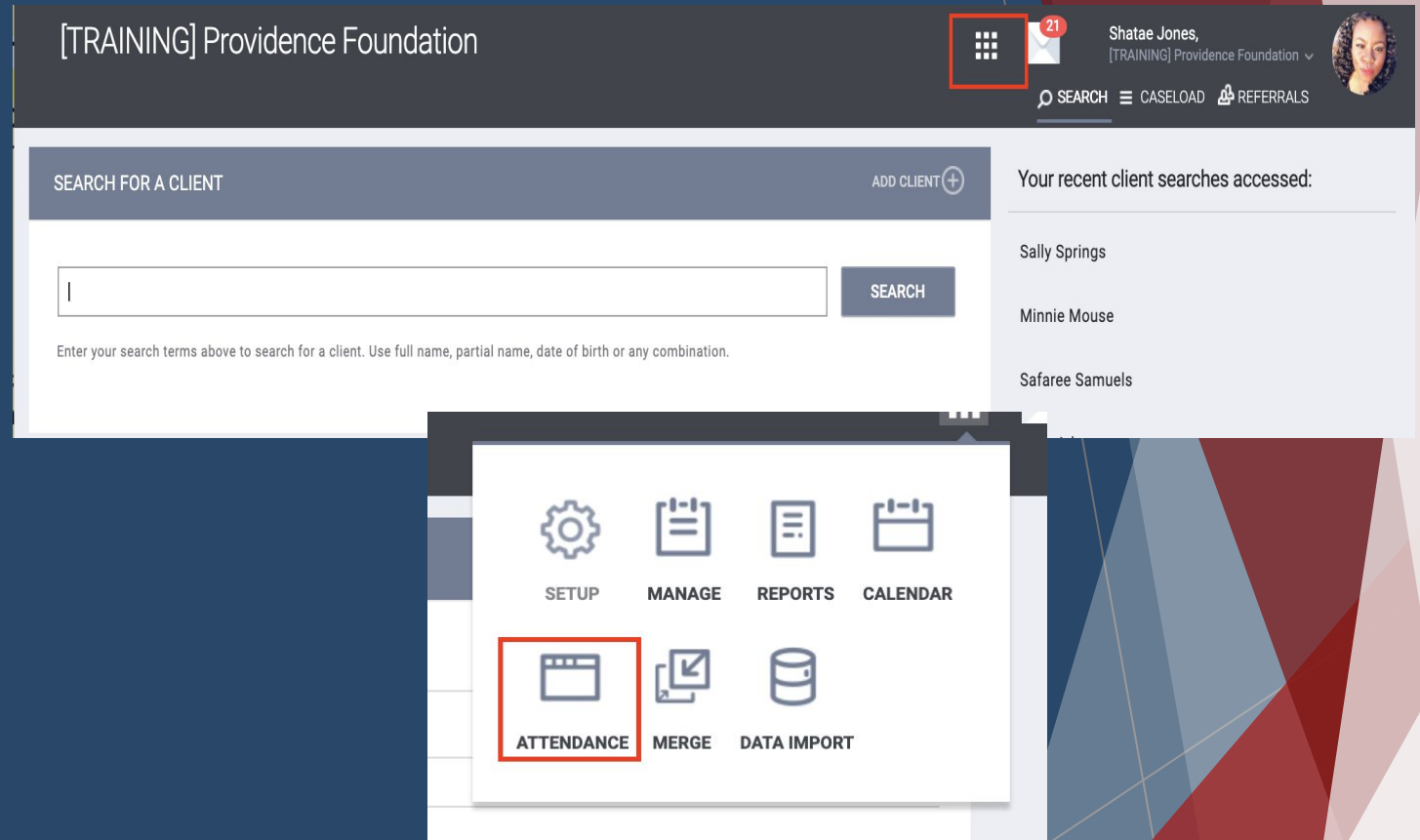
Scenario:

All families with reservations have arrived at First Friendship & now Elisabet wants to check them in. What workflow should Elisabet engage in?

This section of the training will demonstrate how to check-in multiple families at once


Quick Check-in All Shelter Reservations

- Log in and select the **Launcher** Menu highlighted in the screenshot below.
- Select **Attendance**.



Quick Check-in All Shelter Reservations

- ▶ Next, hover to the left of the service name and click the **edit** symbol that appears.

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

Quick Check-in All Shelter Reservations

- A list of the reserved clients will appear.
- Hover to the right of the reserved clients list to reveal a scroll bar.
- **Client Search** will allow the user to search for the name of a Reserved Client.
- Users can also **add** 1 client by clicking Add on the right side of the client's slot number.
- Scroll down to the end of the Reserved Client list and click **Add All Clients**

[TRAINING] Providence Foundation

Shatae Jones, [TRAINING] Providence Foundat...

SEARCH CASELOAD

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

Tuesday, January 21st, 2020 Date 01/21/2020

In Attendance	
Client Name	Slot #

Reserved Clients		
Client Name	Slot #	
Safaree Samuels	1	Add
Ruby Test	2	Add
Garnet Test	3	Add
Emerald Test	4	Add
Topaz Test	5	Add
Quartz Test	6	Add
Pearl Test	7	Add
Crystal Test	8	Add
Jade Test	9	Add
Minnie Mouse	10	Add
Diamond Test	11	Add

Remove All Clients → 11 Clients ← Add All Clients

CANCEL

Quick Check-in All Shelter Reservations

- A green Banner with the message: *“Your changes have been saved successfully” will appear at the top of your screen.*
- The added clients will now appear on the Attendance List.
- If you have incorrectly checked-in a client, select the trash can icon and that person will be removed from the in attendance list

A screenshot of a web application interface for "Clarity Human Services". At the top, a green banner displays the message "Your changes have been saved successfully." Below this, a header bar shows "[TRAINING PROVIDENCE FOUNDATION] BED NIGHT SERVICES- ES: BED NIGHT SERVICES- ES". The main content area is titled "Tuesday, January 21st, 2020" with a date picker set to "01/21/2020". There are two main panels: "In Attendance" on the left and "Reserved Clients" on the right. The "In Attendance" panel contains a table with 11 rows, each representing a client in a specific slot. Each row has a trash can icon for removal. The "Reserved Clients" panel is currently empty. At the bottom of the "In Attendance" panel, it says "11 Clients" and there is a "Remove All Clients →" button. A "CANCEL" button is located at the bottom right of the interface. The footer of the application states "Managed with Clarity Human Services".

In Attendance		
Client Name	Slot #	
Safaree Samuels	1	
Ruby Test	2	
Garnet Test	3	
Emerald Test	4	
Topaz Test	5	
Quartz Test	6	
Pearl Test	7	
Crystal Test	8	
Jade Test	9	
Minnie Mouse	10	
Diamond Test	11	

Reserved Clients	
Client Name	Slot #

Quick Check-in All Shelter Reservations: Reviewing

➤ To review if the client in your attendance list has been successfully reserved please do the following:

- Log-in and select the **launcher icon**
- Select the **attendance icon**
- Click **Reservation**

The screenshot displays the user interface of the [TRAINING] Providence Foundation system. At the top, the header shows the organization name, a user profile for Shatae Jones, and navigation links for SEARCH, CASELOAD, and REFERRALS. A red box highlights the launcher icon (a grid of dots) in the top right corner. Below the header, there is a search bar for clients and a list of recent searches. A central menu displays icons for SETUP, MANAGE, REPORTS, CALENDAR, ATTENDANCE, MERGE, and DATA IMPORT. The ATTENDANCE icon is highlighted with a red box. Below this menu, the ATTENDANCE section is shown, featuring a table with columns for Service Name and Category. The first row lists "[TRAINING Providence Foundation] Bed Night Services- ES: Bed Night Services- ES" under Service Name and "Housing" under Category. A red box highlights the "RESERVATION" button next to the category.

[TRAINING] Providence Foundation

Shatae Jones, [TRAINING] Providence Foundation

SEARCH CASELOAD REFERRALS

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 recent client searches accessed:

- Sally Springs
- Minnie Mouse
- Safaree Samuels

SETUP MANAGE REPORTS CALENDAR

ATTENDANCE MERGE DATA IMPORT

ATTENDANCE

Service Name Category

[TRAINING Providence Foundation] Bed Night Services- ES: Bed Night Services- ES Housing RESERVATION

1 Service

Quick Check-in All Shelter Reservations: Reviewing Group Check-In

- All the reservations will now appear in **Orange**, to demonstrate that all clients are now marked present

[TRAINING] Providence Foundation



Shatae Jones,
[TRAINING] Providence...
SEARCH CASELOAD



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

Tuesday, December 31st, 2019

Date 12/31/2019

Slots

Slot #1 Safaree Samuels No Active Enrollment	Slot #2 Minnie Mouse No Active Enrollment	Slot #3 Ruby Test No Active Enrollment	Slot #4 Quartz Test No Active Enrollment	Slot #5 Diamond Test No Active Enrollment	Slot #6 Topaz Test No Active Enrollment	Slot #7 Onyx Test No Active Enrollment	Slot #8 Pearl Test No Active Enrollment
Slot #9 Garnet Test No Active Enrollment	Slot #10 Crystal Test No Active Enrollment	Slot #11 Jade Test No Active Enrollment	Slot #12	Slot #13	Slot #14	Slot #15	Slot #16
Slot #17	Slot #18	Slot #19	Slot #20	Slot #21	Slot #22	Slot #23	Slot #24

Individual Shelter Room Workflow



Enrollments and Intake



Enrollments: Individual Room Shelter Programs

- ▶ Individual Room Shelter Programs utilize Program Enrollments to bring families into shelter
- ▶ This workflow will outline the process of Enrollments & Check-In upon arrival of families/clients

Enrollments: Individual Room Shelter Programs

- ▶ Make sure you are logged under your appropriate agency by selecting the drop down arrow located under your name
- ▶ Select the **Programs Tab**
- ▶ Under programs available select the Individual Shelter Room you are enrolling the client into
- ▶ Make sure to turn on the “**Include Group Members Toggle**” so that the corresponding family members are enrolled
- ▶ Click the **Enroll Icon**.

The screenshot displays the 'Minnie Mouse' web application interface. The top navigation bar includes tabs for PROFILE, HISTORY, SERVICES, **PROGRAMS** (highlighted with a red box), ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The user profile 'Shatae Jones, [TRAINING] Compass F...' is visible in the top right corner.

The main content area is titled 'PROGRAM HISTORY' and shows 'There are no results to display'. Below this, the 'PROGRAMS: AVAILABLE' section is active, displaying details for 'Compass Family Shelter'. A circular gauge indicates 'Occupancy (Today)' with '0 UNIT'. A legend shows '0 % Checked In', '0 % Reserved', and '100 % Available'.

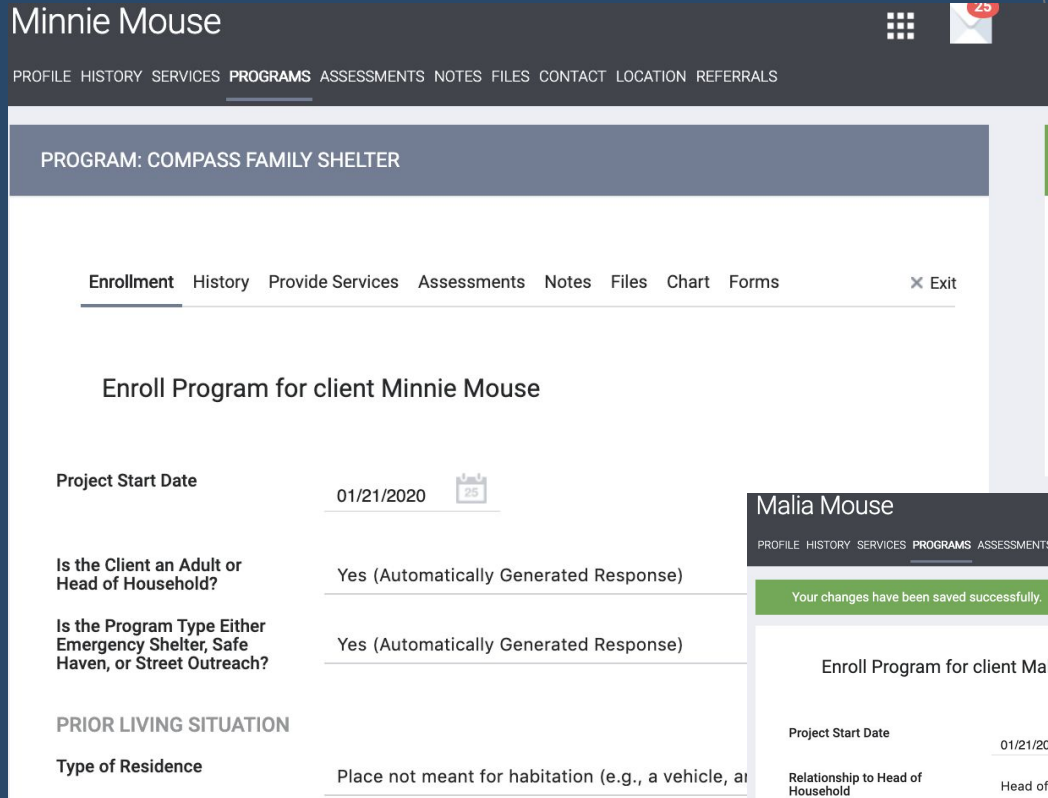
Additional details include 'Funding Source: N/A', 'Availability: Full Availability', and 'Service Categories: Financial'. The 'HOUSING AVAILABILITY' section shows 'Households with at least one adult and one child' with '70 Beds in 22 Units'. A toggle for 'Include group members:' is set to 'Malia Mouse'.

On the right sidebar, 'Household Members' lists 'Malia Mouse' as a 'Daughter'. 'Active Services' and 'Recent Services' are also listed.

At the bottom right, an 'ENROLL' button is highlighted with a red box. A red annotation 'Dont forget to toggle on Household members' points to the 'Include group members' toggle.

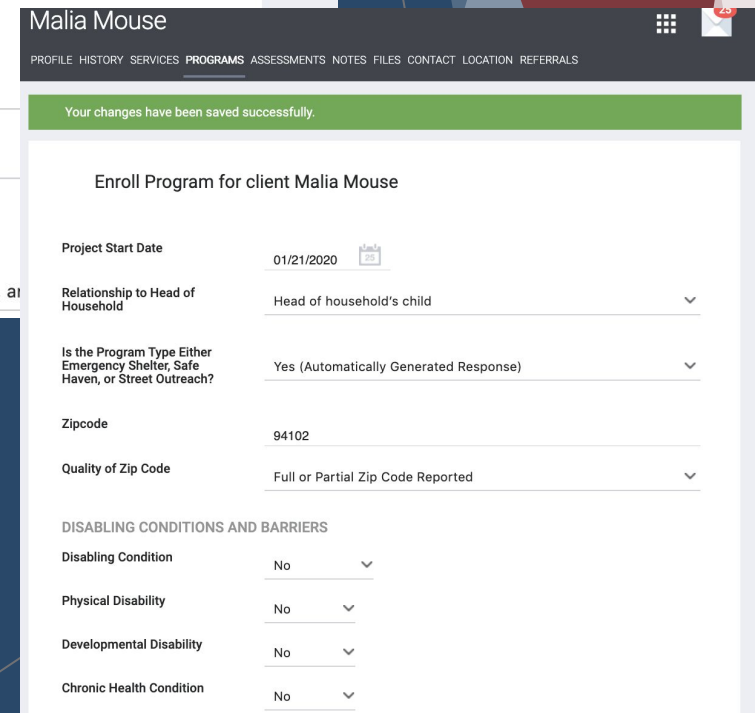
Enrollments: Individual Room Shelter Programs

- ▶ The following enrollment screen will open. Complete the all fields and select save.
- ▶ Enrollments should be included for each household member
- ▶ Please make sure to avoid answering **Data Not Collected**, whenever possible



The screenshot shows the 'Minnie Mouse' profile page with the 'PROGRAMS' tab selected. The sub-tab is 'Enrollment'. The form title is 'Enroll Program for client Minnie Mouse'. The form fields are as follows:

Field	Value
Project Start Date	01/21/2020
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)
PRIOR LIVING SITUATION	
Type of Residence	Place not meant for habitation (e.g., a vehicle, a



The screenshot shows the 'Malia Mouse' profile page with the 'PROGRAMS' tab selected. A green banner at the top states 'Your changes have been saved successfully.' The sub-tab is 'Enrollment'. The form title is 'Enroll Program for client Malia Mouse'. The form fields are as follows:

Field	Value
Project Start Date	01/21/2020
Relationship to Head of Household	Head of household's child
Is the Program Type Either Emergency Shelter, Safe Haven, or Street Outreach?	Yes (Automatically Generated Response)
Zipcode	94102
Quality of Zip Code	Full or Partial Zip Code Reported
DISABLING CONDITIONS AND BARRIERS	
Disabling Condition	No
Physical Disability	No
Developmental Disability	No
Chronic Health Condition	No

Individual Shelter Room: Understanding The Denial Of Service Category

Individual Shelter Programs: Denial of Service

- ▶ Denials of Service are used when a client is staying in shelter but has broken shelter rules
- ▶ Denials of Service can be immediate and non-immediate
- ▶ Immediate Denials of service, reflect when someone has engaged in behavior that violate shelter health and safety rules (ie. violence and threats of violence)
- ▶ Non Immediate: reflects when a more minor rule is broken (i.e: not complying with curfew, smoking in the bathroom.)
- ▶ Denials of service are documented in ONE to show system wide when a person cannot be placed at a particular shelter

Individual Shelter Programs: Completing a Denial of Service In ONE

- ▶ **To complete a Denial of Service:**
 - ▶ Make sure you are in the client program
 - ▶ **Select Provide Services**
 - ▶ **Select Denial Of Service**

PROGRAM: COMPASS FAMILY SHELTER

Enrollment History **1** Provide Services Assessments Notes Files Forms ✕ Exit

Services

Bed Night Services- ES Housing ▼

Denial of Service: Other **2** ▼



Denial of Service: Arbitration Outcome	Immediate Denial Reason #1: Acts of violence or threats of violence ▼
Denial of Service: Arbitration Scheduled	Immediate Denial Reason #2: Alcohol, illegal drugs/paraphernalia use or selling on site ▼
Denial of Service: Hearing Outcome	Immediate Denial Reason #3: Continuous, uncontrollable disruptive behavior towards other clients and or staff ▼
Denial of Service: Hearing Requested	Immediate Denial Reason #4: Destruction/theft of property ▼
	Immediate Denial Reason #5: Possession of an unchecked weapon ▼
	Immediate Denial Reason #6: Not providing tuberculosis clearance ▼
	Non-Immediate Denial ▼



Individual Shelter Programs: Completing a Denial of Service In ONE

- ▶ After you have selected the appropriate reason for Denial, **click the downward arrow to expand the page**
- ▶ The following screenshot, shows the Denial of Service Note section.
- ▶ **Start Date**, reflects the date that the Denial Of Service was issued
- ▶ **End Date**, is based off the length of penalty
- ▶ Please be sure you are as thorough in your note as possible.

Immediate Denial Reason #3: Continuous, uncontrollable disruptive behavior towards other clients and or staff

Start Date: 01/23/2020  End Date: 01/23/2020 

Service Note

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Please be sure to complete as much information as possible regarding the denial of service

SUBMIT



Individual Shelter Programs: Shelter Extension Services



Individual Shelter Programs: Shelter Extension Services HSH Pol

“Staff will meet with a family and review this form at their **first** case management meeting, at the end of **90 days** in shelter, and every **30 days** thereafter, to follow up on progress in meeting housing goals.

If progress continues to be made, a family may be granted 30-day extensions for up to a **six month** maximum stay. If a family is referred to a Rapid Rehousing program, a family’s stay may be extended through the duration of their housing search, as verified by the ONE System and the Rapid Rehousing program staff. If a family in the process for Permanent Supportive Housing a family’s stay can be extended, if slated for a specific unit as verified by the Access Point.

Family success plans are completed by families in collaboration with case managers and signed by program directors. Case managers are responsible for verifying referrals to Rapid Rehousing and to Permanent Supportive Housing through the ONE system and/or through Access Points. Case Managers are responsible for updating exit dates in ONE system as extensions are granted”.

Individual Shelter Programs: Shelter Extension Services

- ▶ Make sure you are in the client program
- ▶ Select **Provide Services**
- ▶ Select **shelter stay extension**
- ▶ Click **Submit**


Shelter Stay Extension

Other ^

Shelter Stay Extension ^


Start Date:

01/23/2020



End Date:


01/23/2020




Service Note

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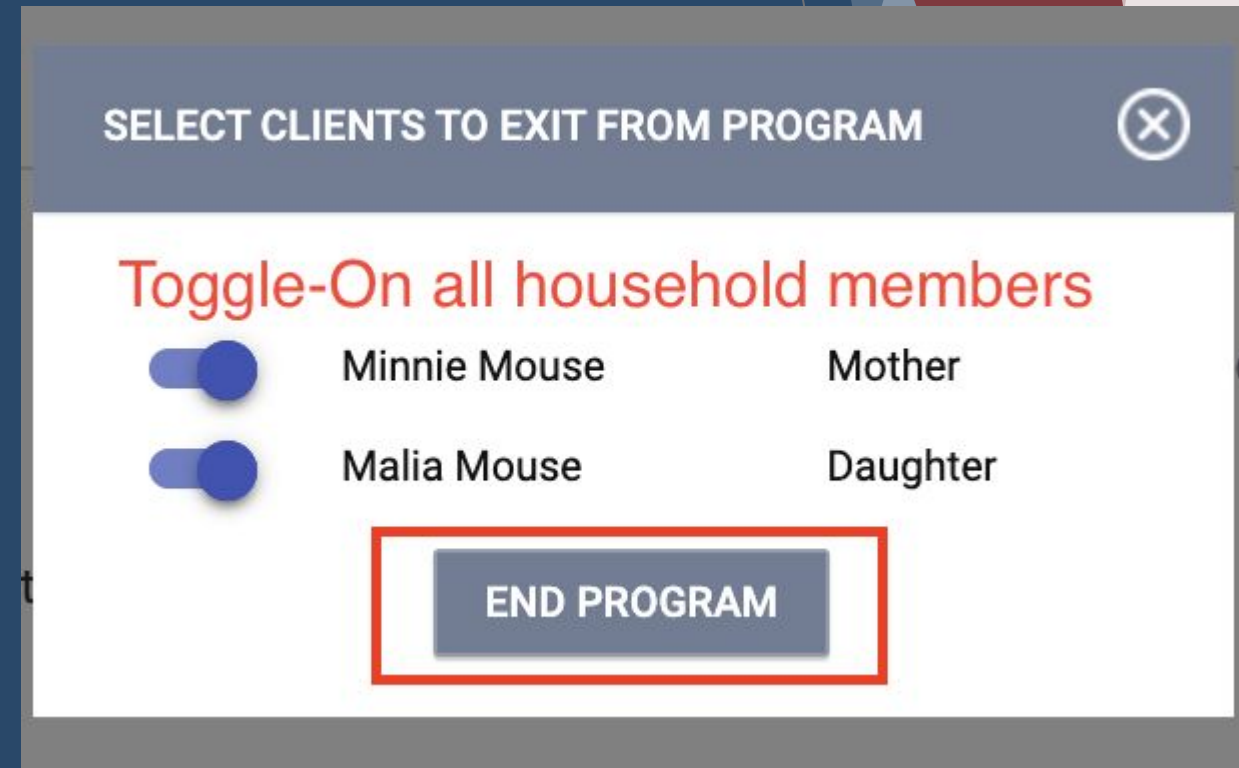
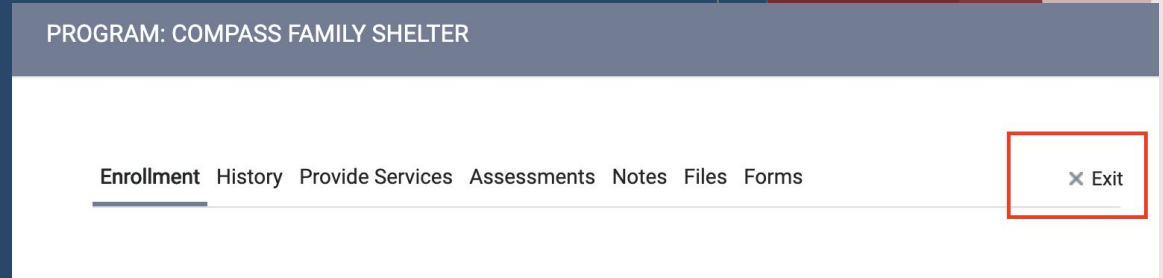
please add as much detail as possible

SUBMIT

Program Exits

Individual Shelter Room: Program Exits

- ▶ Select the **Programs Tab**
- ▶ Find the Program Enrollment for your respective client and **Click the Edit Icon**
- ▶ Next, **Click Exit** on the Right Side of the Menu
- ▶ **Toggle-On** all household members and select End Program



Individual Shelter Room: Exits

- ▶ **Step 1:** Once you select the exit button **End Program**, the following Exit Screen for Head of Household will cascade forward.
- ▶ **Step 2:** Be sure to indicate your exit destination and update any of the following entries if needed
- ▶ **Step 3:** Once you **Click Save & Next**, the corresponding household members exit screen will cascade forward repeat step 2, **Then Click Save & Close**

The screenshot shows the 'Minnie Mouse' client profile in the 'COMPASS FAMILY SHELTER' program. The 'End Program' screen is displayed, showing the 'Project Exit Date' as 01/21/2020 and the 'Destination' as 'Place not meant for habitation (e.g., a vehicle, an ab...'. Below this, there are sections for 'DISABLING CONDITIONS AND BARRIERS' with dropdown menus for Physical Disability, Developmental Disability, Chronic Health Condition, HIV - AIDS, Mental Health Problem, and Substance Abuse Problem. The 'CHRONIC HEALTH CONDITION' dropdown is set to 'Long Term' and 'Yes'. The 'HIV - AIDS' dropdown is set to 'Yes'. The 'MENTAL HEALTH PROBLEM' dropdown is set to 'Long Term' and 'Yes'. The 'SUBSTANCE ABUSE PROBLEM' dropdown is set to 'No'. The 'MONTHLY INCOME AND SOURCES' section is partially visible, showing 'Income from Any Source'.

Below the Minnie Mouse screen, a second screenshot shows the 'Malia Mouse' client profile in the same program. The 'End Program' screen is displayed, showing the 'Project Exit Date' as 01/21/2020 and the 'Destination' as 'Place not meant for habitation (e.g., a vehicle, an ab...'. Below this, there are sections for 'DISABLING CONDITIONS AND BARRIERS' with dropdown menus for Physical Disability, Developmental Disability, and Chronic Health Condition. The 'PHYSICAL DISABILITY' dropdown is set to 'No'. The 'DEVELOPMENTAL DISABILITY' dropdown is set to 'No'. The 'CHRONIC HEALTH CONDITION' dropdown is set to 'Long Term' and 'Yes'.



Individual Shelter Room: Exits

- ▶ A successful Exit will be reflected by the following screen indicators
 - ▶ A bright **Red Banner indicating inactive**
 - ▶ The household member will also have a bolded end date next to their name

The screenshot displays the user interface for Minnie Mouse's profile. The top navigation bar includes tabs for PROFILE, HISTORY, SERVICES, PROGRAMS (selected), ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The right side of the header shows the user's name, Shatae Jones, and a notification badge with the number 25. Below the navigation bar, the main content area is titled "PROGRAM: COMPASS FAMILY SHELTER". It features a sub-navigation bar with tabs for Enrollment, History, Assessments (selected), Notes, Files, Chart, and Forms. The main content area shows "Program Service History" with a message "There are no results to display". On the right side, there is a red banner indicating "0 DAYS INACTIVE PROGRAM". Below this banner, there is a table with program details: Program Type (Group (2)), Program Start Date (01/21/2020), Program End Date (01/21/2020), Assigned Staff (Shatae Jones), and Head of Household (Minnie Mouse). At the bottom, there is a section for "Program Group Members" with a plus icon, showing Malia Mouse with dates 01/21/20 and 01/21/20. Below this is a section for "Follow-up Assessments" with a plus icon. Red arrows point from the "Exit" button in the sub-navigation bar to the red banner and the "Program Group Members" section.

Minnie Mouse

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

SEARCH CASELOAD

PROGRAM: COMPASS FAMILY SHELTER

Enrollment History **Assessments** Notes Files Chart Forms

Program Service History

There are no results to display

Managed with Clarity Human Services

0 DAYS INACTIVE PROGRAM

Program Type: Group (2)

Program Start Date: 01/21/2020

Program End Date: 01/21/2020

Assigned Staff: Shatae Jones

Head of Household: Minnie Mouse

Program Group Members +

Malia Mouse 01/21/20 01/21/20

Follow-up Assessments +

Understanding Emergency Solutions Grant



Understanding Emergency Solutions Grant

- Announcement: In order to track utilization of services, providers who receive ESG funds are required to participate in this workflow. The following providers include: Compass, Hamilton and Lark-Inn
- The following service should be documented at each encounter, when a client is receiving this service.

ESG: Services

Step 1: Select Programs

Step 2: Select Provide Service

Step 3: Select ESG-Mental Health Enrollment by choosing the drop down arrow

Step 4: Insert corresponding information and press Submit

Lavender Jonez

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

Shatae Jones, [TRAINING] Compass Family Servic... SEARCH CASELOAD

Your changes have been saved successfully.

PROGRAM: COMPASS FAMILY SHELTER

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

Services

ESG- Mental Health Enrollment Financial

ESG- Mental Health Enrollment

Start Date: 02/10/2020 End Date: 02/10/2020

Expense Amount: 0.00 Expense Date: 02/10/2020

Funding Source: ESG- Mental Health f

Service Note

SUBMIT

0 DAYS ACTIVE PROGRAM

Program Type: Individual

Program Start Date: 02/10/2020

Assigned Staff: Shatae Jones

Head of Household: Lavender Jonez

Program Group Members

No active members

Status Assessments

No statuses

Assessment due every year
Notification: ON



Resources

ONESF Help Center Website

<https://onesf.clarityhs.help/>

Bitfocus Helpdesk

Onesf@bitfocus.com

PH: (415) 429-4211

