



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

HOPE System Housing Programs Training

February 23, 2023



Agenda

- Welcome & Introductions
- Context Setting
- Learning Objectives
- Housing For Survivors
- HOPE System Expectations
- Reporting
- Conclusion & Resources

Learning Objective

- Gain an understanding of what VSPs are required to document for Housing for Survivors programs in the HOPE System

Recap of HOPE System Training 2/16

- A Comparable Database is an alternative system that Victim Service Providers (VSPs) use to collect client-level data over time and to generate aggregate reports based on the data.
- The goal is to launch the Comparable Database to generate Annual Performance Reports for HUD by March 2023.
- HOPE System – Housing Opportunities for People Experiencing violence



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Housing For Survivor Programs

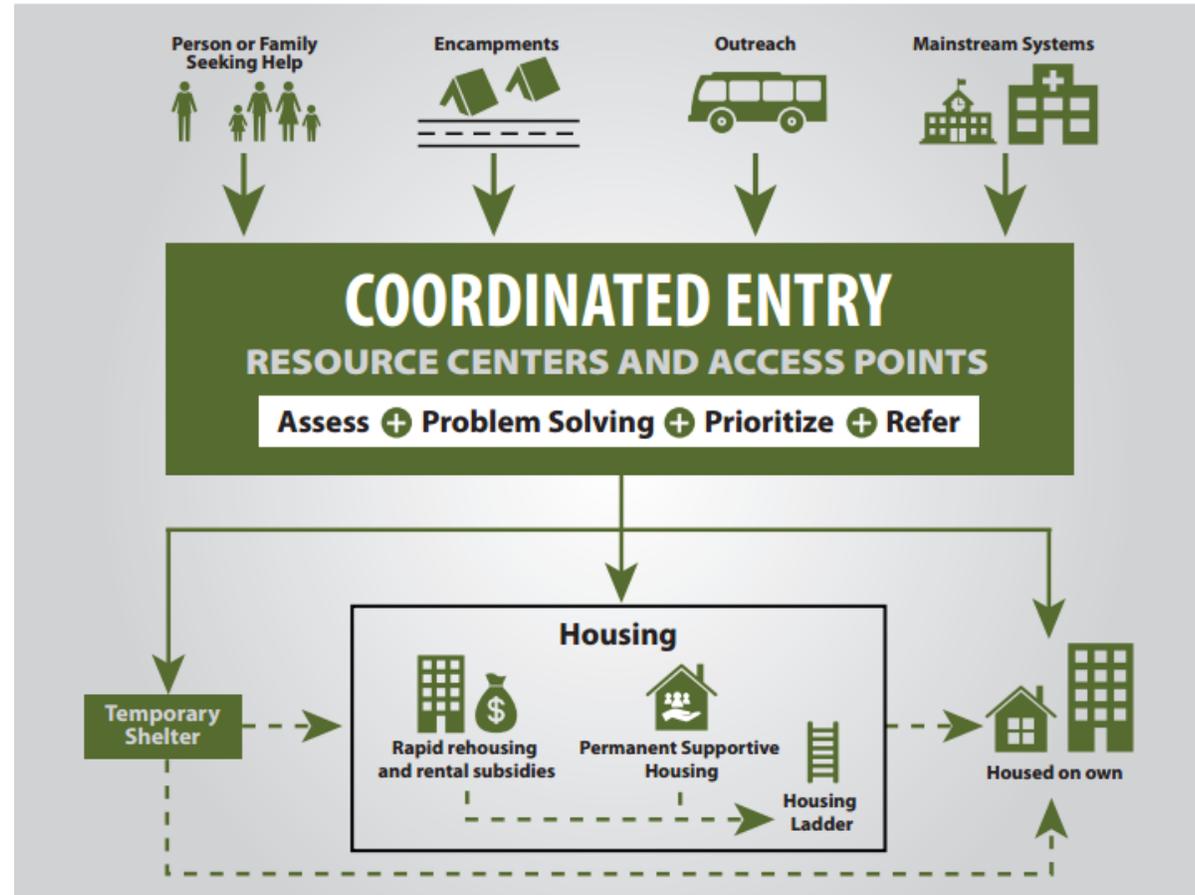
1. Rapid Rehousing
2. Emergency Housing Voucher





The SF Homeless Response System

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<http://hsh.sfgov.org>



Housing For Survivors



Housing For Survivors

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- Housing For Survivors is a program under the San Francisco Department of Homelessness and Supportive Housing (HSH)'s Scattered Site Housing Program portfolio
- The mission of the Housing For Survivors program is to support survivors of violence navigate the San Francisco Homeless Response System more efficiently and effectively so that their housing needs are met as soon as possible.



Rapid Rehousing Program

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- Rapid Rehousing Programs provide a permanent housing solution to households experiencing homelessness through the administration of a time-limited subsidy
- Households enrolled in Rapid Rehousing Programs are housed in units scattered throughout the private rental market and receive a monthly rental subsidy for 12 to 24 months
- The intent of Rapid Rehousing is the household will stabilize in housing get connected to mainstream resources to achieve rent stability



Emergency Housing Voucher Program

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- EHV's are Housing Choice Vouchers (Section 8) offered through the U.S. Dept. of Housing and Urban Development (HUD).
- HUD requires that EHV's be co-administered by both the local housing authority and the homelessness Continuum of Care (CoC), in this case the San Francisco Housing Authority (SFHA) and Dept. of Homelessness and Supportive Housing (HSH).
- EHV's are not time limited for the voucher-holder. However, EHV's cannot be reissued after September 30, 2023 – any remaining are returned to HUD.



HOPE System Expectations



HOPE System Expectations

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1

- **Review enrollment information** for accuracy & fill in gaps
 - Please fill in info you know about history of homelessness
 - Make changes if household composition changes/is not accurate

2

- **Enter move-in dates** for all referrals you receive, even if client is self-searching
 - Available on SFHA tracking sheet, or if unsure, send a list to HSH Program Manager

3

- Complete annual assessments for clients



Program Enrollments/Exits



Program Enrollments

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To enroll a household:

1. Go to HoH profile
2. Select the Programs tab
3. Scroll down to 'Programs: Available' section
4. Select desired program for household enrollment

Sandra Test

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

PROGRAM HISTORY

No results found

PROGRAMS: AVAILABLE

Housing for Survivors -RRH	▼
Housing for Survivors-EHV	▼
San Francisco Coordinated Entry for Survivors	▼



Program Enrollments (cont.)

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6. For households of 2 or more, be sure to 'Include group members' by toggling on the appropriate members
7. Click 'Enroll'

PROGRAMS: AVAILABLE

Housing for Survivors -RRH

Active Clients

1 CLIENT

- 0 % Families
- 100 % Individuals

Occupancy (Today)

1 UNIT

- 3 % Checked In
- 0 % Reserved
- 97 % Available

Funding Source
Local or Other Funding Source

Availability
Full Availability

HOUSING AVAILABILITY:

▶ Households without children 38 Beds in 38 Units

Include group members:

TestSFNMin Bitfocus

PRINT DIRECTIONS

ENROLL



Program Enrollments: Enrollment Form

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- Project Start Date is the date that client enrolled into the program
- Housing Move-in Date is completed when client moves into permanent housing (*must always be the same as or occur after Project Start Date*)
- Be sure to...
 - Ask all questions and fill in answers as completely as the household is comfortable answering
 - Complete enrollment forms for all household members

Sandra Test

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

Enroll 'Housing for Survivors -RRH' program for client Sandra Test

Project Start Date 02/13/2023

Relationship to Head of Household Self (head of household)

Current Zip Code

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date

PRIOR LIVING SITUATION

Type of Residence Select

Length of Stay in Prior Living Situation Select

LIFETIME LENGTH OF HOMELESSNESS IN SF

Have you ever been homeless in SF? Select

Months:

LIFETIME LENGTH OF HOMELESSNESS OUTSIDE OF SF

Have you ever been homeless outside of San Francisco? Select

Last Permanent Zipcode

Quality of Zip Code Select



Accessing a program enrollment

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- After a client has been enrolled...
 - Program enrollments are accessible in the Program Tab of the client profile. You can click the pencil icon next to the enrollment you wish to view.

PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
 Housing for Survivors -RRH PH - Housing with Services (no disability required for entry) San Francisco Network Ministries Housing Corporation ⓘ	02/13/2023	Active	Group
San Francisco Coordinated Entry for Survivors Coordinated Entry San Francisco Network Ministries Housing Corporation ⓘ	02/13/2023	Active	Group



Adding a Move-in Date

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To add a move-in date to a household enrollment:

1. Go to Housing Program enrollment for the Head of Household
2. Select the 'Enrollment' Tab
3. Fill in 'Housing Move-In Date' with date that household moved into housing
4. Click 'Save & Close' to save

*Reminder that Move-In Date must **always** be the same as or occur after the Project Start Date*

The screenshot shows a web interface for a client named Rita Test. The top navigation bar includes links for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. A green notification bar at the top states "Changes successfully saved." Below this, the program is identified as "PROGRAM: HOUSING FOR SURVIVORS -RRH". The "Enrollment" tab is highlighted with a red box. The form contains the following fields:

- Enroll Program for client Rita Test
- Project Start Date: 02/15/2023 (with a calendar icon)
- Current Zip Code: 94103
- COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT
- Housing Move-In Date: (with a calendar icon, highlighted with a red box)



Adding additional members to an enrollment

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- You can add additional household members while within the client's program enrollment
 - *Need to be added as members at the client profile first*
- Be sure that each enrollment has a Head of Household designated

0 DAYS
ACTIVE PROGRAM

Program Type:	Individual
Program Start Date:	02/13/2023
Assigned Staff:	Holly Aversano 
Head of Household:	Sandra Test 

Program Group Members  

No active members



Program Exits

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To exit a household:

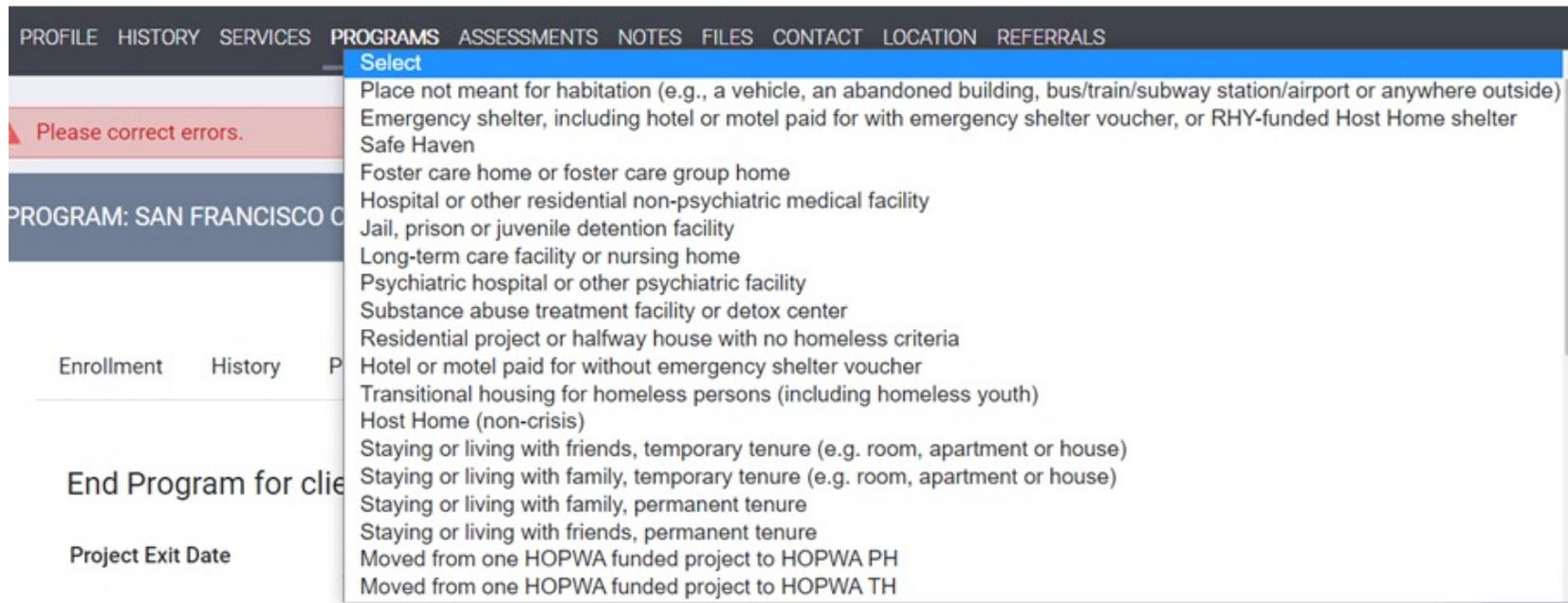
1. Go to client enrollment
2. Click 'Exit' in the top righthand corner of enrollment
3. Include household members in exit if appropriate
4. Complete Exit form and click 'Save & Close'

The screenshot displays the 'PROGRAM: HOUSING FOR SURVIVORS -RRH' interface. The top navigation bar includes 'Enrollment', 'History', 'Provide Services', 'Assessments', 'Notes', and 'Files'. The 'History' tab is active, showing 'Program Service History' with a 'No results found' message and a 'LINK FROM HISTORY' option. A red box highlights the '× Exit' button in the top right corner. Below the main content, a modal dialog titled 'SELECT CLIENTS TO EXIT FROM PROGRAM' is open, featuring a close button (×) and two rows of client selection options: 'TestSFNMin Bitfocus' (checked) and 'Sandra Test' (unchecked), both with 'Significant Other' listed next to them. An 'END PROGRAM' button is located at the bottom of the modal.



Exit destination

Once a client is exited from an RRH or EHV program, select an option.





Annual Assessments



How to complete an Annual Assessment

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PROGRAM: HOUSING FOR SURVIVORS -RRH

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

Assessments LINK FROM ASSESSMENTS

Current Living Situation	START
Status Update Assessment	START
Annual Assessment	START

- Within a program enrollment
1. Click on Assessments Tab
 2. Click to START an Annual Assessment
 3. Select household members for whom you'd like to complete the Annual Assessment

ADD PROGRAM ASSESSMENT ×

<input checked="" type="checkbox"/>	Sandra Test	Significant Other
<input checked="" type="checkbox"/>	TestSFNMin Bitfocus	Significant Other

ADD ANNUAL ASSESSMENT



Annual Assessment Tips

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- Important to ask every question start to finish, even if answers are prepopulated. Client information may have changed!
- Annual Assessment should be completed no more than 30 days before or after household enrollment anniversary date.





Reporting

Running reports info.



Reports Library

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REPORT LIBRARY	
Favorite Reports	0 report(s) ▾
HUD Reports	7 report(s) ▾
Data Quality Reports	6 report(s) ▾
Service Based Reports	13 report(s) ▾
Program Based Reports	19 report(s) ▾

- Contains ready made or “canned” reports
- To access, click the Reports icon from the Launchpad.
- Ability to “Favorite” reports



Required Reporting

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🔑 [\[HUDX-227\] Annual Performance Report](#)

- Found in Reports Library under HUD Reports
- Useful for running HUD required APR reports
- Can be downloaded as a CSV-Upload file to be uploaded into SAGE

REPORT LIBRARY

Favorite Reports

HUD Reports

v3.6 [HUDX-224] PATH Annual Report [FY 2022]

[HUDX-111] HUD CSV / XML Program Data Export [FY 2022]

[HUDX-225] HMIS Data Quality Report [FY 2023]

[HUDX-227] Annual Performance Report [FY 2023]

[HUDX-228] ESG CAPER [FY 2023]

[HUDX-231] LSA Export - Project-Focused LSA [FY 2022]

[HUDX-236] LSA - Project Descriptor HDX Upload Test [FY 2022]



[HUDX-227] Annual Performance Report

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- Parameters:
 - CoC Filter Category: Agency CoC
 - CoC: CA-501 – San Francisco CoC
 - Program Type(s): user discretion; helps to filter programs for reporting by type
 - Program Status: user discretion; can filter by Active, Inactive, or all programs
 - Program(s): user discretion; option to choose one or multiple programs for reporting
 - Apply Client Location Filter: No
 - Funding Criteria: Not Based on Funding Source
 - Report Date Range: ability to customize date range of reporting
 - Report Output Format: CSV-Upload for official HUD reporting



Required Reporting

VSP	Asian Women's Shelter	Asian Women's Shelter	Asian Women's Shelter	Safe House	Safe House	Safe House	St. Vincent de Paul	St. Vincent de Paul	La Casa de las Madres (FY23)	La Casa de las Madres (FY24)
Program Type	DV Coordinated Entry	Rapid Rehousing	Housing for Survivors - EHV	DV Coordinated Entry	Housing for Survivors - RRH	Housing for Survivors - EHV	DV Coordinated Entry	Housing for Survivors - EHV	ESG	ESG
Project Type	Coordinated Entry	PH - Rapid Re-Housing	PH - Housing with Services (no disability required for entry)	Coordinated Entry	PH - Housing with Services (no disability required for entry)	PH - Housing with Services (no disability required for entry)	Coordinated Entry	PH - Housing with Services (no disability required for entry)	Emergency Shelter	Emergency Shelter
Type of Report	DV CE APR	APR	APR	DV CE APR	APR	APR	DV CE APR	APR	CAPER	CAPER
Reporting Period	Calendar Year: 01/01/22 - 12/31/22	Calendar Year: 01/01/22 - 12/31/22	18-month: 7/1/22 to 12/31/23	Calendar Year: 01/01/22 - 12/31/22	18-month: 7/1/22 to 12/31/23	18-month: 7/1/22 to 12/31/23	Calendar Year: 01/01/22 - 12/31/22	18-month: 7/1/22 to 12/31/23	Fiscal Year: 07/01/22 - 06/30/23	Fiscal Year: 07/01/23 - 06/30/24
Report Due Date	3/31/2023	3/31/2023	3/31/2024	3/31/2023	3/31/2023	3/31/2023	3/31/2023	3/31/2023	8/30/2023	8/30/2024
How reports will be generated?	Canned in HOPE	Canned in HOPE	Canned in HOPE	Canned in HOPE	Canned in HOPE	Canned in HOPE	Canned in HOPE	Canned in HOPE	Manual via template	Canned in HOPE
Who will generate the reports?	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH	VSP submit to HSH



Other Useful Reports

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- [\[GNRL-106\] Program Roster](#)
 - Found in Reports Library under Program Based Reports
 - Lists program stay and relevant household information for selected program(s)
 - Useful in ensuring program rosters are reflected accurately the database
- [\[HUDX-225\] HMIS Data Quality Report](#)
 - Found in Reports Library under HUD Reports
 - Reviews data quality across a number of HMIS data elements
 - Useful to ensure data cleanliness for reporting

Program Based Reports

[EMPL-101] Employment Report

[EMPL-102] Employment / Education Report

[EXIT-101] Potential Exits

[EXPS-103] Program Funding Source Financial Detail

[GNRL-105] Program Participation Summary

[GNRL-106] Program Roster

[GNRL-220] Program Details Report [2022]

HUD Reports

v3.6 [HUDX-224] PATH Annual Report [FY 2022]

[HUDX-111] HUD CSV / XML Program Data Export [FY 2022]

[HUDX-225] HMIS Data Quality Report [FY 2023]

[HUDX-227] Annual Performance Report [FY 2023]



Staff Client Data Activity Report

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• Staff Client Data Activity Report can tell you which staff have interacted with a profile, showing details such as creation, editing, or deleting.

Agency Management

2 report(s) ^

[STFF-104] Staff Client Data Activity Report

★ | ⏪ RUN | 📅 SCHEDULE | MORE INFO ▾

[STFF-106] User Client Note Hours Tracked

★ | ⏪ RUN | 📅 SCHEDULE | MORE INFO ▾

<http://hsh.sfgov.org>



Next Steps & Resources



Bitfocus Resources

Help Desk Widget (On ONESF Help Center Website and Bitfocus Help Site)

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Bitfocus Help Desk

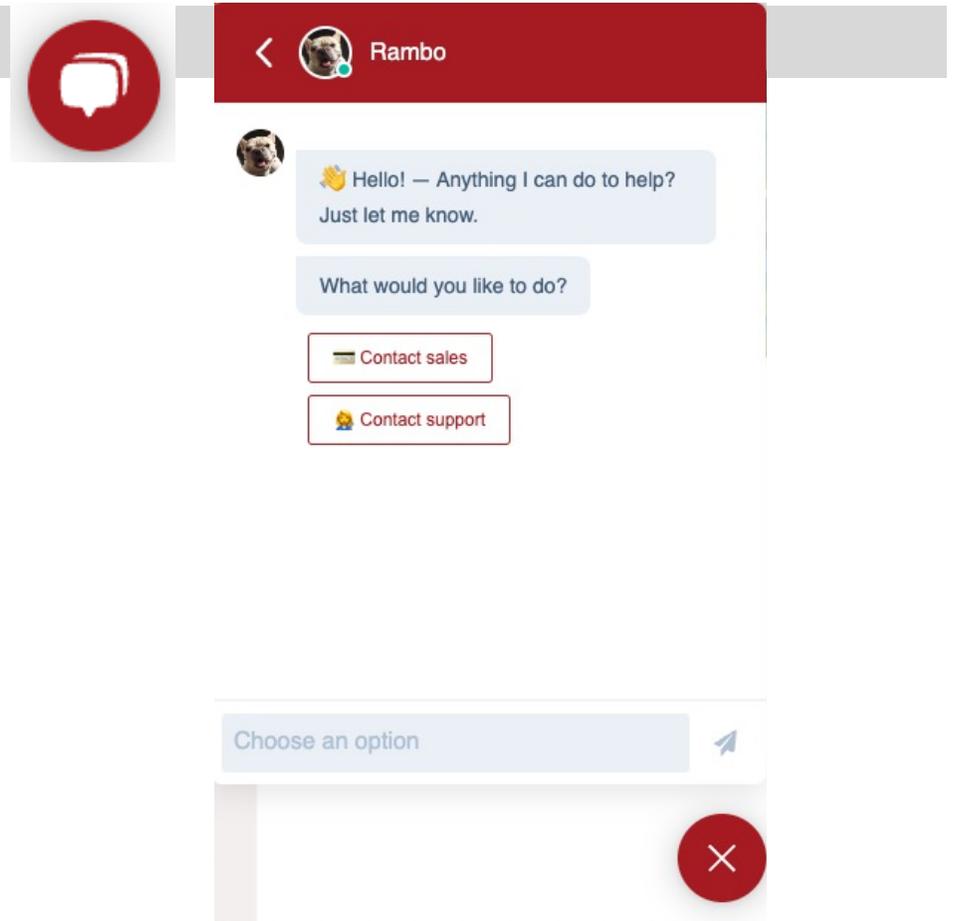
- onesf@bitfocus.com
- 415.429.4211
- *Specify if your request is in regards to the HOPE System or the ONE System*

ONESF Help Center Site:

onesf.bitfocus.com

Bitfocus Help Site:

help.bitfocus.com





Questions?



Next Steps

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- Sandbox Period- 2/21-2/24, a time for VSPs to enter test client data in the system ahead of the official launch.
- You will see a banner in the system to not enter real client data
- HSH will stop having access to the system on 2/24.
- All test client data will be deleted on 24th
- Official launch on 27th
- Office Hours 2/23- 9am and 3/2, time to be determined



Next Steps

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- All clients that were provided housing services from January 2022- present must be entered into the system by May 1st 2023.
- This includes all clients that were referred to Emergency Housing Vouchers and Rapid Rehousing.
- Moving forward all clients served under Housing For Survivors must be entered in the Comparable Database.