



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



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Housing For Survivor Programs

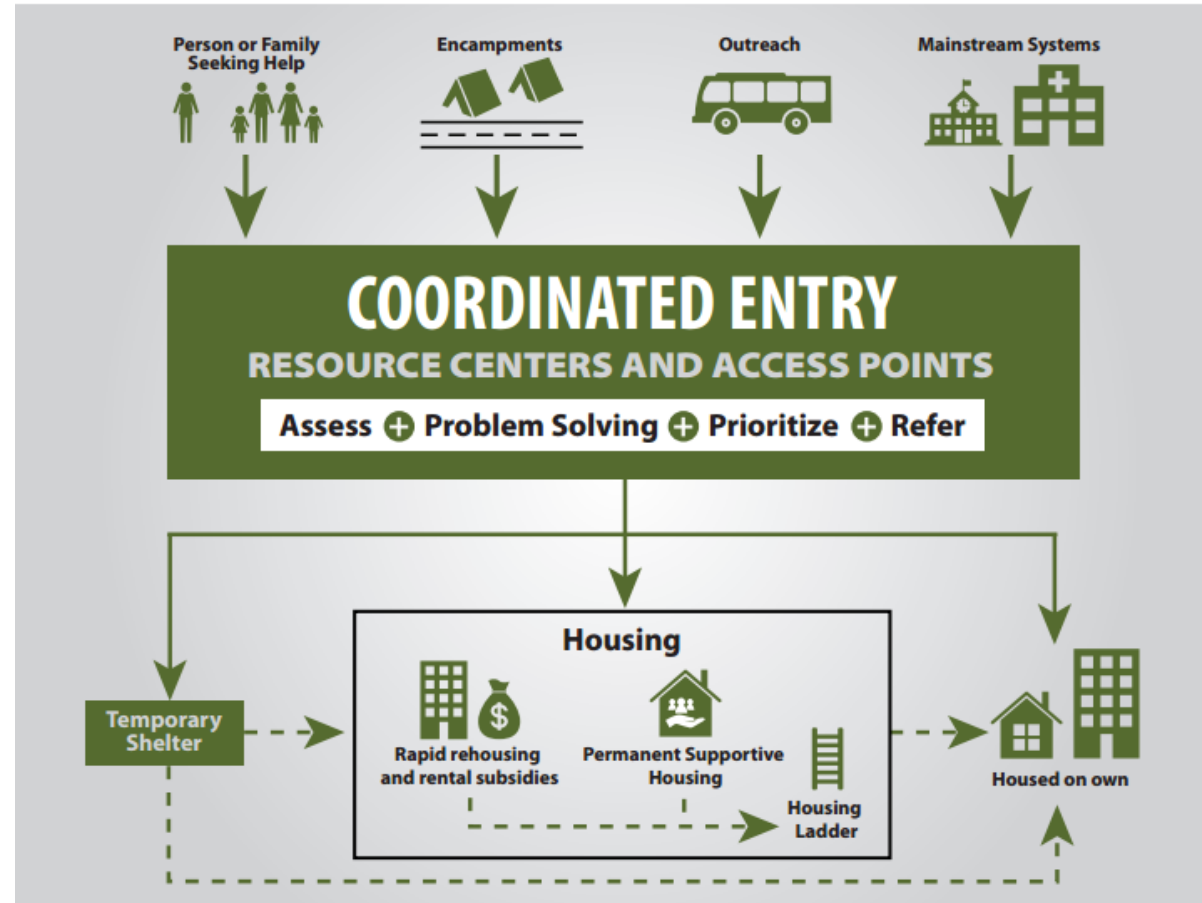
1. Rapid Rehousing
2. Emergency Housing Voucher





# The SF Homeless Response System

6



<http://hsh.sfgov.org>



# Housing For Survivors



# Housing For Survivors

8

- 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

9

- 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

10

- 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

12

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

14

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.)

15

- 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

<http://hsh.sfgov.org>



# Program Enrollments: Enrollment Form


16


- 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

17

- 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
 <b>Housing for Survivors -RRH</b> PH - Housing with Services (no disability required for entry) San Francisco Network Ministries Housing Corporation ⓘ	02/13/2023	Active	Group
<b>San Francisco Coordinated Entry for Survivors</b> Coordinated Entry San Francisco Network Ministries Housing Corporation ⓘ	02/13/2023	Active	Group



# Adding a Move-in Date

18

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 the 'Rita Test' client profile page. The 'PROGRAMS' tab is selected in the top navigation bar. A green message bar indicates '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 date picker icon, highlighted by a red box)



# Adding additional members to an enrollment

19

- 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

20

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. At the top, there are tabs for 'Enrollment', 'History', 'Provide Services', 'Assessments', 'Notes', and 'Files'. The 'History' tab is selected. In the top right corner, there is a red-bordered button labeled '× Exit'. Below the tabs, the 'Program Service History' section shows 'No results found' with a graphic of a building. At the bottom, there are three legend items: 'Reservation' (yellow square), 'Service' (white square), and 'Referral' (blue square). A dialog box titled 'SELECT CLIENTS TO EXIT FROM PROGRAM' is open in the bottom right. It contains two rows of toggle switches: 'TestSFNMin Bitfocus' (checked) and 'Sandra Test' (unchecked) on the left, and 'Significant Other' (unchecked) on the right. An 'END PROGRAM' button is at the bottom of the dialog.

PROGRAM: HOUSING FOR SURVIVORS -RRH

Enrollment **History** Provide Services Assessments Notes Files

× Exit

Program Service History

LINK FROM HISTORY

No results found

Reservation Service Referral

Managed with Clarity Human Services

SELECT CLIENTS TO EXIT FROM PROGRAM

TestSFNMin Bitfocus Significant Other

Sandra Test Significant Other

END PROGRAM



# Exit destination

21

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

A screenshot of a web application interface. At the top, there is a navigation bar with tabs: PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The 'PROGRAMS' tab is selected. Below the navigation bar, there is a red error message that says 'Please correct errors.' and a blue box that says 'PROGRAM: SAN FRANCISCO C'. Below this, there are tabs for 'Enrollment', 'History', and 'P'. The 'P' tab is selected. Below the tabs, there is a form with a label 'End Program for client' and a 'Project Exit Date' field. A dropdown menu is open, showing a list of exit destination options. The options are: 'Select', 'Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)', 'Emergency shelter, including hotel or motel paid for with emergency shelter voucher, or RHY-funded Host Home shelter', 'Safe Haven', 'Foster care home or foster care group home', 'Hospital or other residential non-psychiatric medical facility', 'Jail, prison or juvenile detention facility', 'Long-term care facility or nursing home', 'Psychiatric hospital or other psychiatric facility', 'Substance abuse treatment facility or detox center', 'Residential project or halfway house with no homeless criteria', 'Hotel or motel paid for without emergency shelter voucher', 'Transitional housing for homeless persons (including homeless youth)', 'Host Home (non-crisis)', 'Staying or living with friends, temporary tenure (e.g. room, apartment or house)', 'Staying or living with family, temporary tenure (e.g. room, apartment or house)', 'Staying or living with family, permanent tenure', 'Staying or living with friends, permanent tenure', 'Moved from one HOPWA funded project to HOPWA PH', and 'Moved from one HOPWA funded project to HOPWA TH'.



# Annual Assessments



# How to complete an Annual Assessment

23

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 ✕

☒ Sandra Test Significant Other

☒ TestSFNMin Bitfocus Significant Other

ADD ANNUAL ASSESSMENT



# Annual Assessment Tips

24

- 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.







25

# Reporting

Running reports info.

<http://hsh.sfgov.org>



# Reports Library

26

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

27

## 🔑 [\[HUDX-227\] 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

28

- 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

29

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

<http://hsh.sfgov.org>



# Other Useful Reports

30

- [\[GNRL-106\] 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

31

- 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 ▾



# Next Steps & Resources





# Bitfocus Resources

33

## Bitfocus Help Desk

- [onesf@bitfocus.com](mailto:onesf@bitfocus.com)
- 415.429.4211
- *Specify if your request is in regards to the HOPE System or the ONE System*

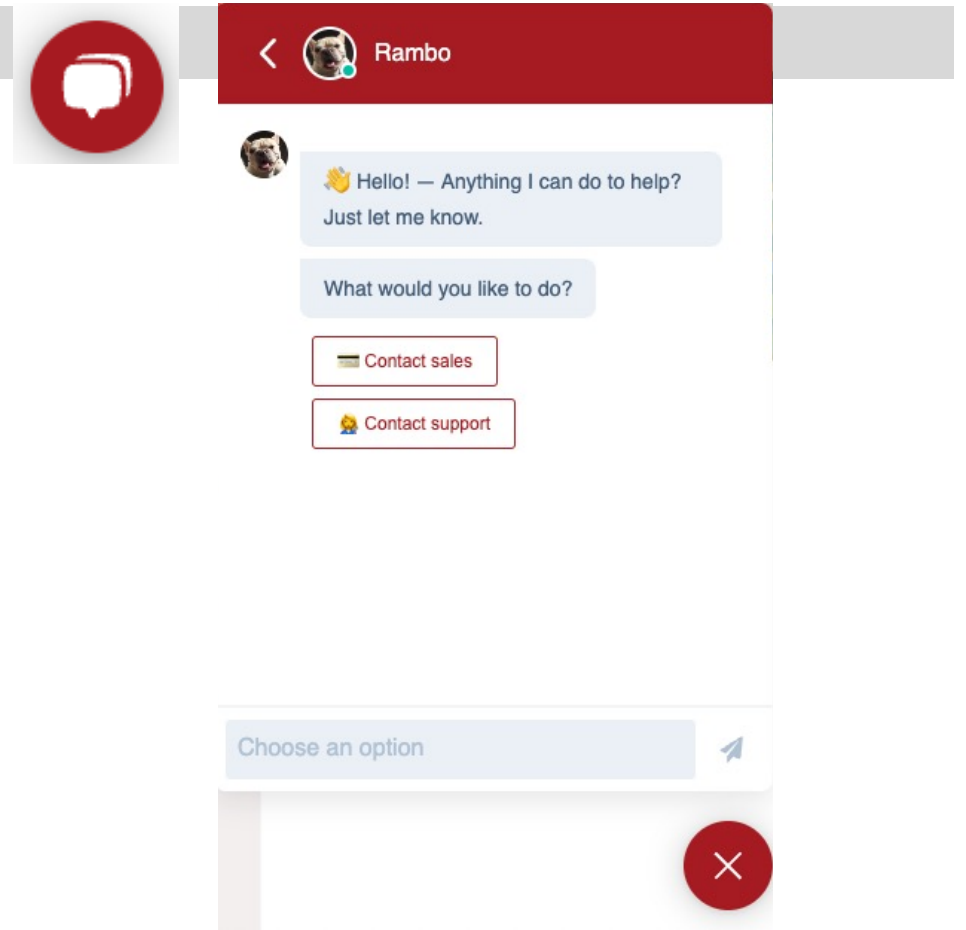
## ONESF Help Center Site:

[onesf.bitfocus.com](http://onesf.bitfocus.com)

## Bitfocus Help Site:

[help.bitfocus.com](http://help.bitfocus.com)

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





# Questions?



# Next Steps

35

- 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

36

- 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.