



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

HOPE System Training

PROGRAM: SAN FRANCISCO COORDINATED ENTRY FOR SURVIVORS

February 24th, 2023



Agenda

- Welcome & Introductions
- Context Setting
- Learning Objectives
- Recap of Survivor Choice and Autonomy
- What is Coordinated Entry?
- How does HSH define a survivor?
- Role of Coordinated Entry staff
- Coordinated Entry Workflow
- Reporting
- Conclusion & Resources

Context Setting

Service	Phase I (Dec 2021-Dec 2022)	Phase II (Jan 2023-?)	Phase III ?
Access & Initial Screening			x
Problem Solving		x	x
Assessments			
Outreach & Mobile Access Point Services		x	x
Prioritization	x	x	x
Referrals	x		
Housing Navigation	x	x	x

Learning Objectives

- Gain an understanding of the Coordinated Entry Process
- Understand tasks as they relate to CE
- Observe the workflow in the HOPE system

Recap of Survivor Confidentiality

- When it comes to personal information survivors have certain rights
 - See or get an electronic or paper copy of their personal information
 - Ask to correct personal information
 - Get a list of those who have accessed their information
 - Decline to state personal information
 - Request confidential communication
- Prior to entering any program participant-level data into the HOPE system, inform the participant of how their information will be used and stored.
- Partner agency staff inform program participants in their **language of choice**, stopping to **check for understanding** and to allow for the participants to ask questions.
- Program participants may ask that their information not be entered into an agency's comparable database. This decision cannot be the basis for denying them assistance.
- If a program participant requests that their information be omitted from the database, they will be informed how their decision will limit the services they are able to receive from the Homelessness Response System.



DEPARTMENT OF
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Coordinated Entry





What is Coordinated Entry?



Process to connect to Homelessness Services

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Coordinated Entry (CE)

The process to help eligible San Francisco households experiencing homelessness, or at imminent risk of homelessness, get assistance to resolve or prevent an episode of homelessness from the Homelessness Response System (HRS) which is under San Francisco Department of Homelessness and Supportive Housing





How does HSH define a Survivor?

HSH Survivor Definition:

- Fleeing, or is attempting to flee, domestic violence, dating violence, sexual assault, stalking, or other dangerous or life-threatening conditions that relate to violence against the individual or a family member in the primary nighttime residence or has made the individual afraid to return to their primary nighttime residence, and a. has no other residence, and b. Lacks the resources of support networks, such as family, friends and faith-based or other social networks to obtain other permanent housing

Knowledge Check

Scenario: Chantin is a Nepali immigrant with limited English proficiency who has fled her harm-doer but is wary of and unsure about mainstream social services. She has one child who is not in her custody due to concerns about substance use but is working on getting the child back. She needs housing that will accommodate her and her son.

Based on the definition:

- a) She is eligible
- b) She is not eligible
- c) Too little information to know



Role of Coordinated Entry Staff



Coordinated Entry Norms

Evaluate

Your temperament, tone, and give yourself time to allow you to adjust mentally before partnering with a individual to help resolve their crisis

Listen

To hear and acknowledge their concerns/solutions in the current moment

Ask

Questions to learn how an individual decided they needed to talk to AP staff

Explain

CE & HRS, and honestly state what CE/HRS & you can/cannot do for the individual's current circumstances

Assist

With getting needed documents, making helpful referrals, completing required applications, identifying/providing useful resources

Document

All interactions with an individual—in person or remotely—in HOPE system

Expect

A survivor to decide how they want to resolve their homelessness

Respect

A survivor's decision on how they want to resolve their homelessness

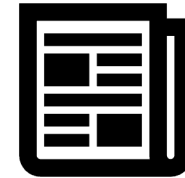


Contract Expectations for AP Staff

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Housing Assessment and Prioritization

- Use the **standardized prioritization tool**
- Follow the established Housing Assessment and Prioritization policy & process designed to help the most vulnerable of SF individual experiencing homelessness
- Ensure the individual understand their housing placement status
- Support an individual and their asserted decisions to attain housing stability as they navigate the Homelessness Response System



Housing Placement

- Match and refer individuals to housing opportunities

Housing Navigation

- Provide limited housing navigation services that streamline access to housing for an individual matched to a housing intervention, such as:
 - Document gathering
 - Application assistance
 - Scheduling and attending appointments
 - Moving into housing



Contract Expectations for AP Staff

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Referrals to Community Based Services

- Identify and access available community services that meet specific needs or support progress toward goals

Transportation

- Provide transportation assistance to assist individuals unable to attend appointments directly related to housing placement assistance

Outreach

- Collaborate extensively with street outreach providers, including SFHOT, and engage with survivors in locations that are safe for them (libraries, coffee shops, video-conferencing)

Client Feedback and Complaint/Grievance Policies and Procedures

- Provide clients a formal mechanism to evaluate the performance of Coordinated Entry staff and the quality of services, and accept/respond to client complaints, concerns, and compliments, in order to incorporate client-centered improvements to the CE process and service delivery





Navigating a Homelessness Crisis

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Discovering a housing path during a homelessness crisis is stressful to all involved, and Access Point staff should remember a survivor:

- Is empowered and responsible for deciding how to end their crisis
- May explore various options before pursuing the most realistic choice
- May request solutions/services that are unavailable through HRS
- May not be happy with existing shelter, problem solving or housing choices and it's "okay" if they chose not to use what's available

Victim Service Provider staff providing Coordinated Entry services must be knowledgeable and clear about the Coordinated Entry processes and Homelessness Response System services available to those experiencing homelessness, and committed to sharing honestly what the Homelessness Response System can and cannot do.



Coordinated Entry Work Flow



Coordinated Entry Flow

ACCESS & INITIAL
SCREENING

ASSESSMENTS

PROBLEM SOLVING

PRIORITIZATION

REFERRAL

18



Connection to
Homelessness Response
System (HRS)

- Triage
- Client search
- Profile creation,
- Contact information
- Location information
- Resource referrals

Various community resources—HSOC, SFHOT, community advocates, social services agencies - can direct or assist adults with getting connect to HRS.

Eligibility for Programs

- Program Enrollment
- Current Living Situation Assessment (HUD)
- **Primary Assessment (Housing Prioritization)**

Eligible individuals are enrolled in the San Francisco Coordinated Entry for Survivors Program.

Resolution outside HRS

- **Problem Solving Screening Assessment**
- **Problem Solving Services**
- **Housing Resolution Plan**
- **Coordinated Entry Program Exit when problem solving is successful**

Problem Solving resolution is when a household can stay in a safe, indoor place that is resourced outside HRS. For details, see the Problem Solving Guide.

Housing Referral Status
Problem Solving Status

- **Complete the Primary Assessment (Housing Prioritization)**
- **Housing Referral Status: referred to housing opportunity**
- **Problem Solving Status: referred to Problem Solving**
- **Housing Navigator Assigned**

Problem Solvers help with housing navigation process through housing move in. Admin Review considers request for reevaluation for non housing referral status adults after primary assessment complete

Matched/Referred Housing
Interventions

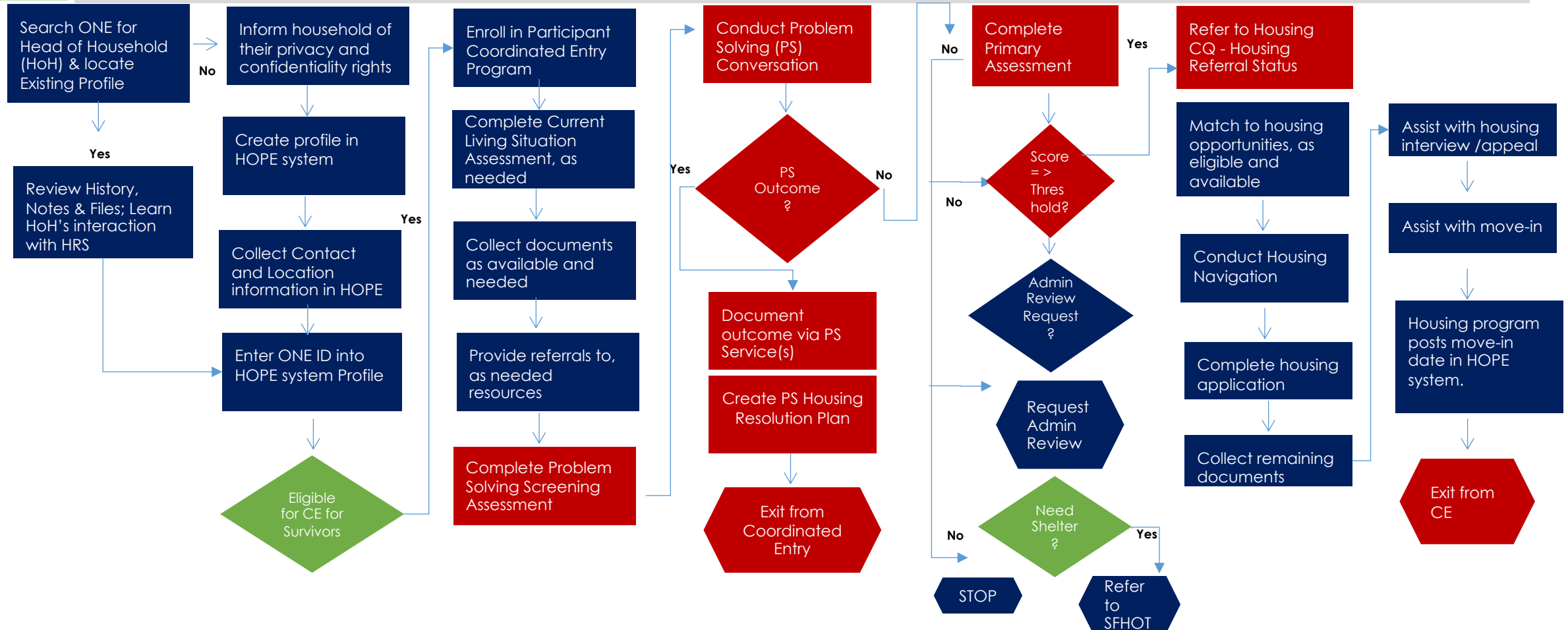
- Housing program match/referral
- Program Enrollment
- Housing Navigation: application, document collection, etc.
- Housing Interview
- Housing move-in
- Coordinated Entry Program Exit

PROBLEM SOLVING IS A CONSTANT RESOURCE THROUGHOUT THE PROCESS



Detailed View of Coordinated Entry Process Flow

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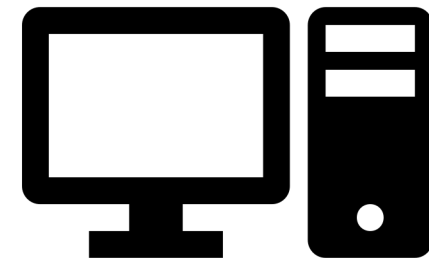
Access:

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🔑 Connecting with the Homelessness Response System

- Visit or call an Access Point
- Encounter Mobile Access Point & Street Outreach (SFHOT)
- Referral by providers, NGO, government agencies, community advocates
- Referral by Access Partner
- Get assessed

Assessment	Assessment Purpose	When Given
Current Living Situation	Performed to determine the household's current living situation	Conducted when enrolled in CE or completed a Primary Assessment or CE Events
Primary Assessment (Housing Prioritization)	Performed to determine prioritization for housing resources based on vulnerability to sustain homelessness due to histories of disabling conditions, housing barriers and homelessness chronicity	Conducted after an unsuccessful problem solving conversation(s)





Profile, Eligibility & Enrollment

WHAT IS IT?

Profile, Eligibility & Enrollment are data containers

- **Profile** collects the 'who' about a survivor
- **Eligibility** determines if a survivor receives HRS help
- **Enrollment** signals CE program will aid an adult in crisis & adds key information
- Profile, Eligibility, & Enrollment data are stored in HOPE System

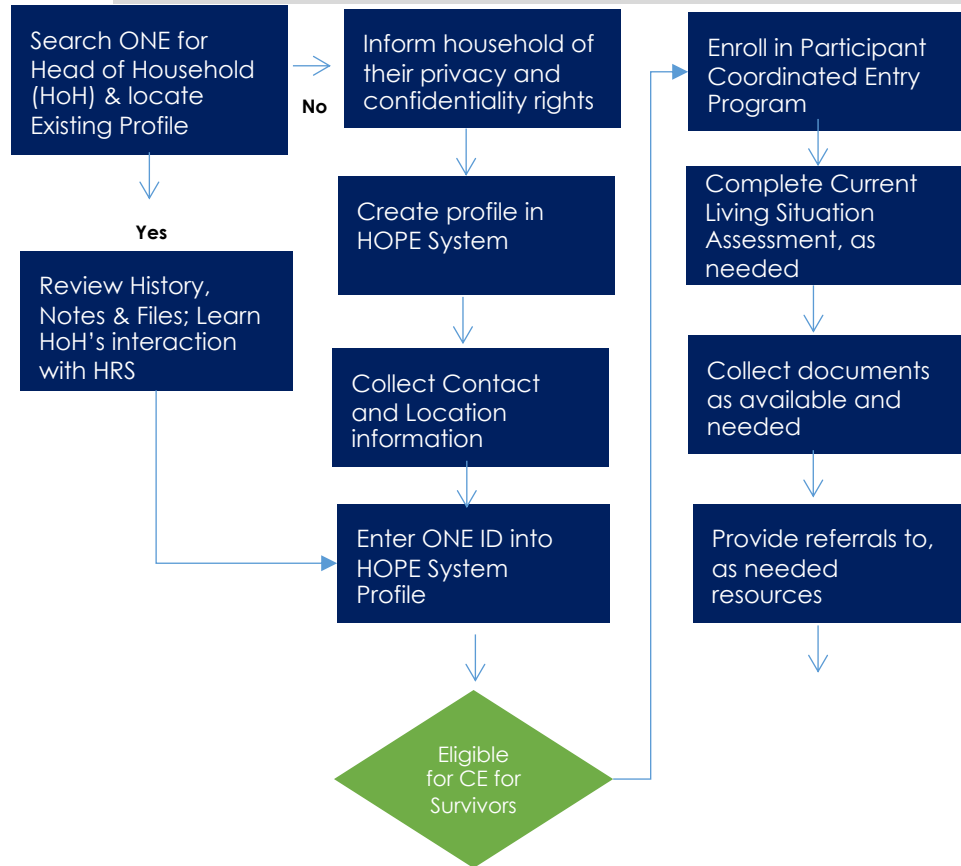
WHY DO WE DO IT?

- Standardizes equitable access and treatment
- Facilitates compliance reporting for HUD and HSH



Profile, Eligibility & Enrollment Flow

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Getting Started

Prior to beginning the process of creating a profile and following each step in the CE process, AP staff should be reminded by the following with each visit—phone/in person with a household:

- Review AP Norms
- Treat every survivor with dignity and respect
- Review SF Homeless survivor definition to explain who gets help at this AP
- Inform household of their privacy and confidentiality rights
- Explain CE/HRS and ask the questions to confirm their understanding
- Explain Problem Solving is a core CE tool HRS uses to help households avoid entering HRS
- Offer the survivor experiencing homelessness only the HRS services for which they are eligible

If Household is in ONE, the following is performed for every interaction

Do a Client search on the head of household, and find profile(s):

- Review History, Notes, & Files to become familiar with the survivors' last HRS interaction in order to guide the conversation.
- Enter ONE ID into the HOPE System Profile

Create profile for the survivor in the HOPE system

- Record contact information for the HoH
- Record location information for unsheltered HoH
- Enroll in Coordinate Entry Program
- Complete a Current Living Situation
- Collect and upload needed documents
- Provide 'warm hand-off' (via phone or in-person) referrals to needed community resources



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

Samuel Test

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

PROGRAM HISTORY

No results found

PROGRAMS: AVAILABLE

Housing For Survivors - EHV	▼
Rapid Rehousing (HUD)	▼
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 - EHV

Rapid Rehousing (HUD)

San Francisco Coordinated Entry for Survivors

Active Clients

3
CLIENTS

0 % Families

100 % Individuals

Referrals (90 Days)

1
REFERRAL

0 % Referrals Pending

100 % Referrals Connected

0 % Referrals Denied

Funding Source

HUD:CoC – Supportive Services Only

Availability

Full Availability

Include group members:

TestAWS Bitfocus

PRINT DIRECTIONS

ENROLL



Program Enrollments: Enrollment Form


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- Project Start Date is the date that client enrolled into the program
- 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

Samuel Test


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


Enroll 'San Francisco Coordinated Entry for Survivors' program for client Samuel Test

Project Start Date 02/23/2023 


Current Zip Code

PRIOR LIVING SITUATION


Type of Residence 

Length of Stay in Prior Living Situation 


LIFETIME LENGTH OF HOMELESSNESS IN SF

Have you ever been homeless in SF? 


LIFETIME LENGTH OF HOMELESSNESS OUTSIDE OF SF


Have you ever been homeless outside of San Francisco? 

Last Permanent Zipcode

Quality of Zip Code 

DISABLING CONDITIONS AND BARRIERS

Disabling Condition 

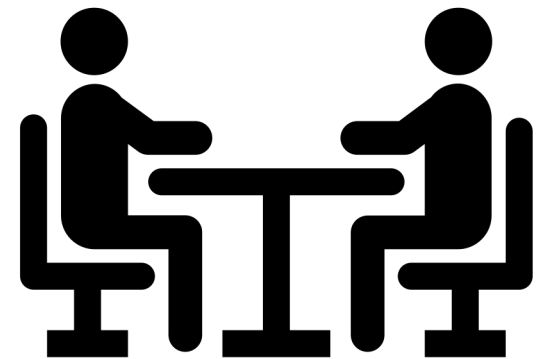
Physical Disability 



Problem Solving:

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- Encourages a survivor's self-empowered solution that avoids entry to or enables rapid exit from HRS
 - Actively listens to a household and asks clarifying questions
 - Household provides solution to end their homelessness crisis
 - Ongoing problem -solving conversation





Problem Solving

WHAT IS IT?

Problem Solving is a conversation(s) that helps an adult to identify a permanent housing solution with assistance from their personal social network

- Housing pathway external to HRS, but may include limited HRS assistance
- Supports include Homeward Bound, mediation, & financial options with limits
- Success results in secured housing external to HRS for at least 24 hours

WHY DO WE DO IT?

- Many adult homelessness crisis is sudden; they need immediate help to become stable again
- RRH and PSH are limited HRS resources for only the most vulnerable SF adults



Prioritization

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- **Prioritization (Primary Assessment):** for housing determines Referral to Permanent Housing Resources
 - Only offered if problem solving does not result in a resolution (outside of the homeless response system)
 - Evaluates vulnerability to experiencing sustained homelessness based on homelessness history (aka: chronicity), housing barriers, & disabling conditions
 - Outcomes are referrals to a housing opportunity or problem solving

- **Referral (Match) – To appropriate Resource based**



Problem Solving Status
Referred to Problem
Solving (PS)
Personal Network
Housing Resource



Housing Referral Status
Referred to Permanent
Supportive housing
(PSH/RRH)



Administrative Review
Process facilitates possible
referral CQ for
Housing Resource



Primary Assessment & Housing Referral Status

WHAT IS IT?

Primary Assessment is a tool that prioritizes an adult to Housing Resources

- Evaluates homelessness history, housing barriers, & disabling conditions
- **Problem Solving Status:** A referral outcome to permanent housing resourced by an adult's personal network
- **Housing Referral Status:** A referral outcome to permanent housing resourced by the Homelessness Response System (HRS)

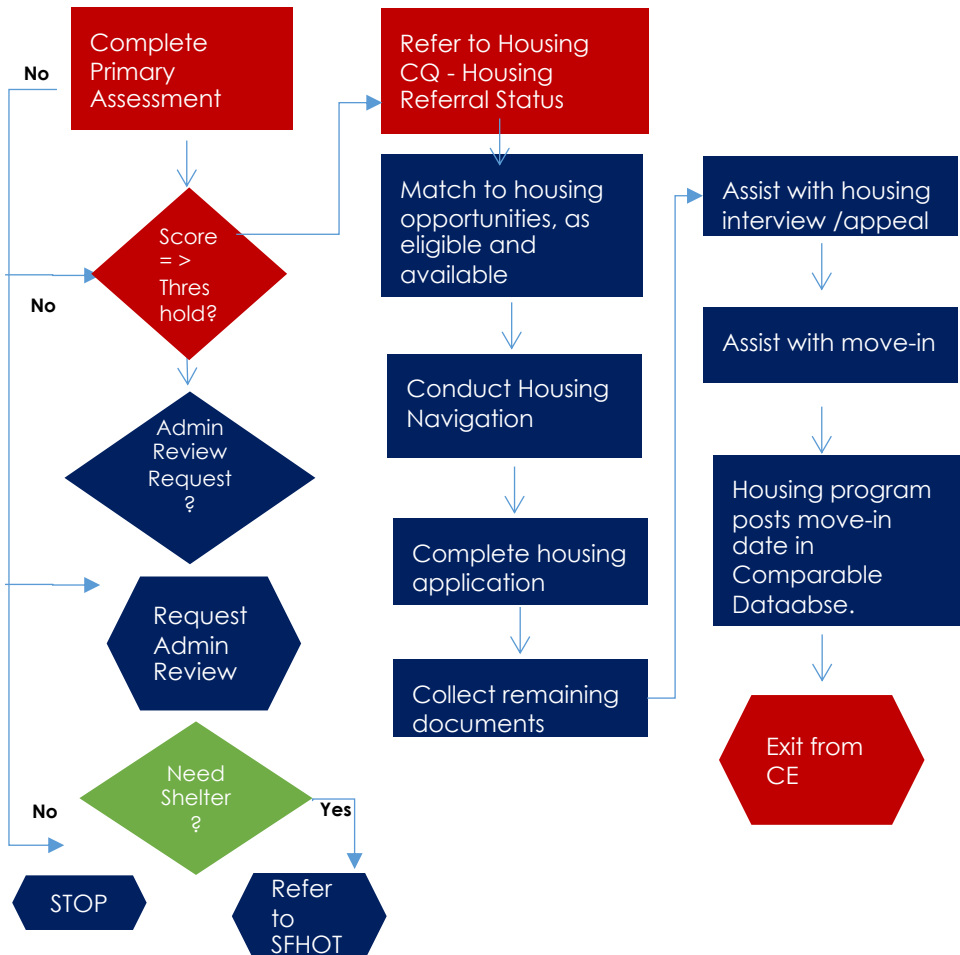
WHY DO WE DO IT?

- Given limited HRS-funded permanent housing resources—RRH & PSH—these resources are reserved for the most vulnerable SF Adults



Primary Assessment & Housing Referral Status Flow

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Housing Prioritization Assessment (Primary Assessment)

Primary Assessment is a prioritization tool that is only offer if a problem solving conversation did not result in a household finding permanent housing external to the HRS.

- Questions regarding housing barriers, disabling conditions, & homeless chronicity
- Household is immediately informed of their outcome once the Primary Assessment is completed
- Primary Assessment results in one of two outcomes for a household:
 - Housing Referral status, which results in a referral to CQ
 - Problem-Solving status, which results in a referral to Problem Solving
- Primary Assessment valid for six (6) months for adults and (90 days for families); reassessment is possible in the future if help from HRS is still needed



Housing Referral (Match)

WHAT IS IT?

Housing Referral matches a Housing Referral Status adults to housing programs that are funded by or coordinated through the Homelessness Response

- An adult may be eligible for multiple programs; however, they will be referred to only one program of their choice

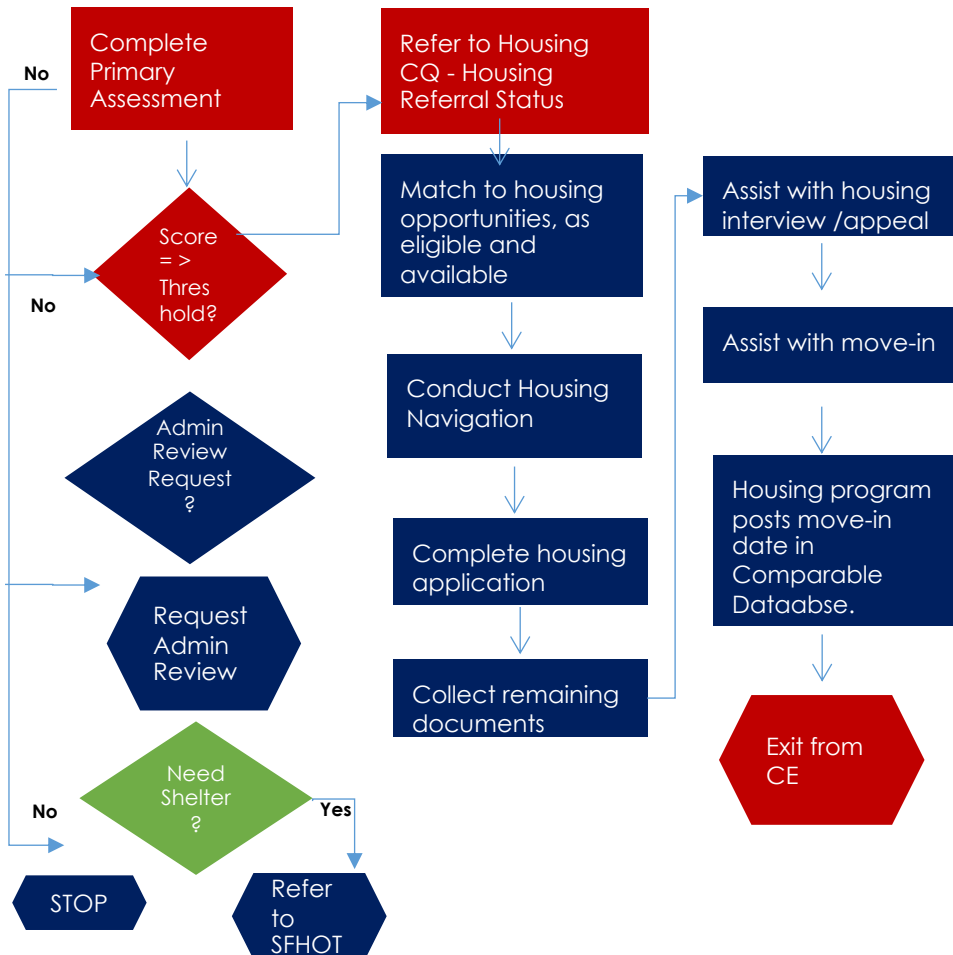
WHY DO WE DO IT?

- Penultimate step for getting the most *vulnerable San Francisco adults experiencing homelessness housed



Housing Referral (Match) Flow

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Housing Referral (Match) Flow

When household is matched to a housing program, they are provided with housing navigation, to aid in getting the documents needed for the housing program; assisting with completing housing application; accompanying household to housing appoints; and assisting with move – in.

Housing Referral Status

Housing Referral status designation is based on the housing referral status threshold, which is tied to the available level of housing inventory in a 90 day period; therefore, the housing referral status threshold can change.

If Household is Housing Referral Status (as documented in the ONE system)

- Outreach and match survivors to housing program for which they are eligible and available.
 - If the household accepts than refer them to the program, housing provider staff will enroll the survivor in the housing program.
 - If the survivor declines, the survivor will remain on the queue for another housing opportunity. Assist with scheduling appointments and other navigation activities for housing move-in, as needed
- Housing program staff post move-in date in HOPE System.

If Household is Problem Solving (PS) Status

- A PS status survivor is offered a referral to problem solving

If the Household is a Current Client:

- A Victim Service Provider Current can match shelter or case management clients to housing program slots that are designated for “current clients”. If the household declines, then the Victim Service Provider is free to refer another household to the slot.



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Coordinated Entry Events



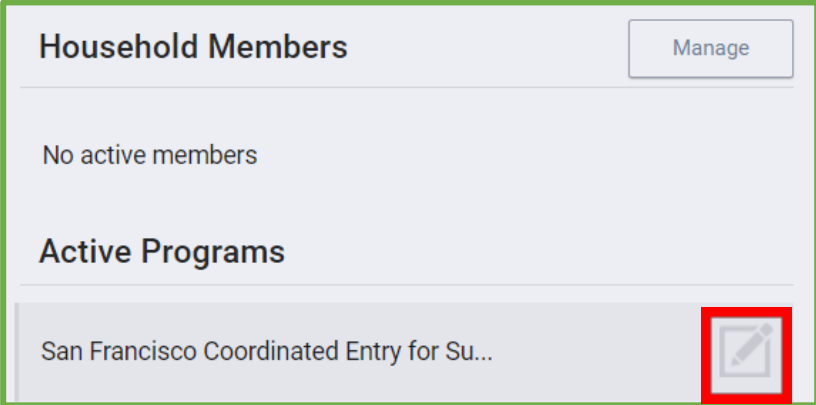
Coordinated Entry Events

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Two methods to access a client's San Francisco Coordinated Entry for Survivors program enrollment...

1. 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
2. Program enrollments are accessible on the sidebar of the client profile screen. You can click the pencil icon next to the enrollment you wish to view under 'Active Programs'.


2



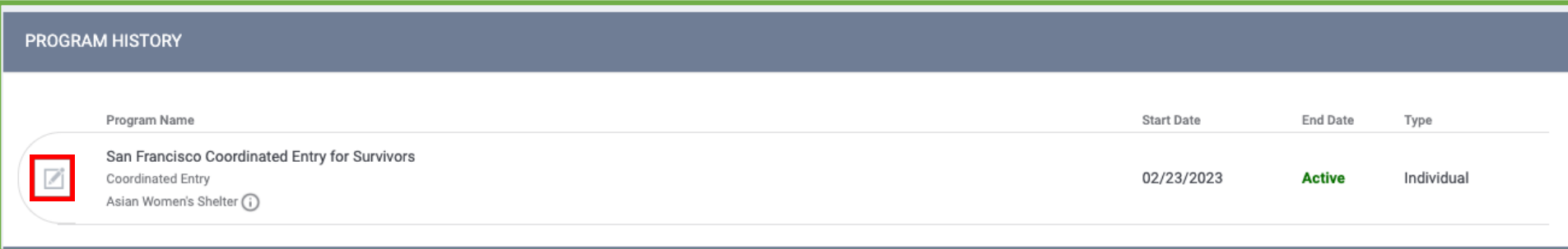
Household Members Manage


No active members

Active Programs

San Francisco Coordinated Entry for Su... 

1



PROGRAM HISTORY			
Program Name	Start Date	End Date	Type
 San Francisco Coordinated Entry for Survivors Coordinated Entry Asian Women's Shelter ⓘ	02/23/2023	Active	Individual

Coordinated Entry Events

- Available for Coordinated Entry Programs
- Track referrals and other Coordinated Entry activities
- Important for reporting in the Coordinated Entry APR

PROGRAM: SAN FRANCISCO COORDINATED ENTRY FOR SURVIVORS

Enrollment

History

Provide Services

Events

Assessments

Notes

Files

× Exit

Coordinated Entry Events

Referral to Prevention Assistance project

▼

Problem Solving/Diversion/Rapid Resolution intervention or service

▼

Referral to scheduled Coordinated Entry Crisis Needs Assessment

▼

Referral to scheduled Coordinated Entry Housing Needs Assessment

▼

Referral to post-placement/follow-up case management

▼

Referral to Street Outreach project or services

▼

Referral to Housing Navigation project or services

▼

How to Submit an Event

While within a program enrollment

1. Click on Events Tab
2. Click on Event Category
3. Click on the appropriate Event item
4. Adjust for appropriate date and write note
5. Include group members, if appropriate
6. Click Submit
7. Find Submitted Event in the Events tab under History

Enrollment History Provide Services **Events** Assessments Notes Files ✕ Exit

Coordinated Entry Events

Referral to Prevention Assistance project

Event Category

Referral to Prevention Assistance project

Date 02/13/2023

Include group members:

☐ TestSFNMin Bitfocus

Event Note:

B I 1 2

SUBMIT



Coordinated Entry Events

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• Be sure to enter any details that are relevant to a referral

Referral to Emergency Housing Voucher (EHV)

Referral to Emergency Housing Voucher (EHV)

Date: 02/09/2023

Referral Result: Successful referral: client accepted

Event Note:

Result Date: __/__/__

Client was offered an Emergency Housing Voucher and accepted

SUBMIT



Knowledge Check

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- Scenario: Alex is a BIPOC binary individual who has been unhoused for four years. They are surviving chronic trauma and have been harmed by multiple abusers but have rarely fitted neatly into eligibility requirements for anything other than temporary shelter. They are looking for a way off the street that can lead to permanent housing.
- What steps would you take to provide Alex with Coordinated Entry services?



Shelter Resources

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Access to Adult Temporary Shelter

- For outreach and services from the SF Homeless Outreach Team (SFHOT) by calling SFHOT's public line at [415-355-7401](tel:415-355-7401). Please leave a voicemail with:
 - your name
 - your location and the hours we can find you there
 - your physical description
 - your phone number if you have one
 - your preferred language
- During this public health emergency, phones not answered live, team responds in person or with a phone call within 24-72 hours. Shelter space is limited, while adults might not be able to immediately placed in shelter, SFHOT will connect to available resources.



Shelter Resources

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Access to Family Shelter:

Central City Access Point – 37 Grove Street	Monday, Wednesday, Thursday & Friday: 9AM – 5PM Tuesday: 9AM – 12PM <i>Closed the fourth Tuesday, monthly</i>	415-644-0504 Website
Bayview Access Point – 1641 LaSalle Avenue	Monday to Friday: 7AM – 6PM Last Thursday of the month: 7AM – 12PM	415-430-6320 Website
Mission Access Point – 2871 Mission Street	Monday to Friday: 7AM – 5PM Last Thursday of the month: 7AM – 12PM	415-972-1281 Website

Buena Vista Horace Mann Stay Over Program: The Stay-over Program at Buena Vista Horace Mann is for San Francisco Unified School District students and their families who are experiencing homelessness and are attending San Francisco K-12 public schools (not including charter or private schools).

Stay Over Program at BVHM 3351 23rd Street	Monday – Friday: 7PM – 7AM Saturday, Sunday & SFUSD Holidays: 24 Hours	415-857-7710 – Office line 8a -6p 415-879-4316 – Shelter line 6:30p – 7a
------------------------------------------------------	-----------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------

Emergency Congregate Shelter for Single Pregnant People

This special 14-day Emergency Placement is for pregnant people experiencing homelessness, without minor children. To access this space-limited program, please call: **628-250-0016**

<http://hsh.sfgov.org>



Shelter Resources

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Access to Youth Temporary Shelter (ages 18-24)

- For outreach and services from the SF Homeless Outreach Team (SFHOT) by calling SFHOT's public line at [415-355-7401](tel:415-355-7401).
- Contact a Youth Coordinated Entry Access Point using the information below :
- *Transgender, gender non-conforming, or intersex people experiencing homelessness can also call SJI for a referral to the Taimon Booton Navigation Center: 415-323-5941***

Larkin Street Youth Services – 134 Golden Gate Avenue	<u>Drop in hours:</u> Monday to Friday, 10AM – 2PM Appointments are available during Drop-in Hours	415-673-0911 ex. 352 Website
3rd Street Youth Center and Clinic 5688 3rd Street	<u>By appointment only:</u> Monday to Friday, 9:30AM – 5PM Call to schedule an appointment.	415-839-1706 415-8589133 Website
The SF LGBT Center 1800 Market Street	<u>Drop in hours:</u> <u>Monday – Thursday, 10AM – 6PM</u> <u>Fridays by appointment</u> <u>To schedule an appointment, call or email.</u>	415-865-5612 youth@sfcenter.org Website
Dolores Street & Larkin Street Youth Services 938 Valencia Street	<u>By appointment only:</u> Monday – Friday, 9AM – 5PM Call or email to schedule an appointment. <u>Drop in hours:</u> Wednesday, 10AM – 1PM	415-673-0911 x456 TAYNavigation@larkinstreetyouth.org

<http://hsh.sfgov.org>



Documenting Shelter Referral

Referral to Emergency Shelter bed opening

Referral to Emergency Shelter bed opening

Date

02/09/2023

Location of Crisis Housing or Permanent Housing Referral:

Select

Referral Result:

Select

Select

Successful referral: client accepted

Unsuccessful referral: client rejected

Unsuccessful referral: provider rejected

Event Note:

B

I

SUBMIT



Administrative Review

WHAT IS IT?

Administrative Review is the administrative process to reevaluate an adults housing referral status when an adult is deemed problem solving status

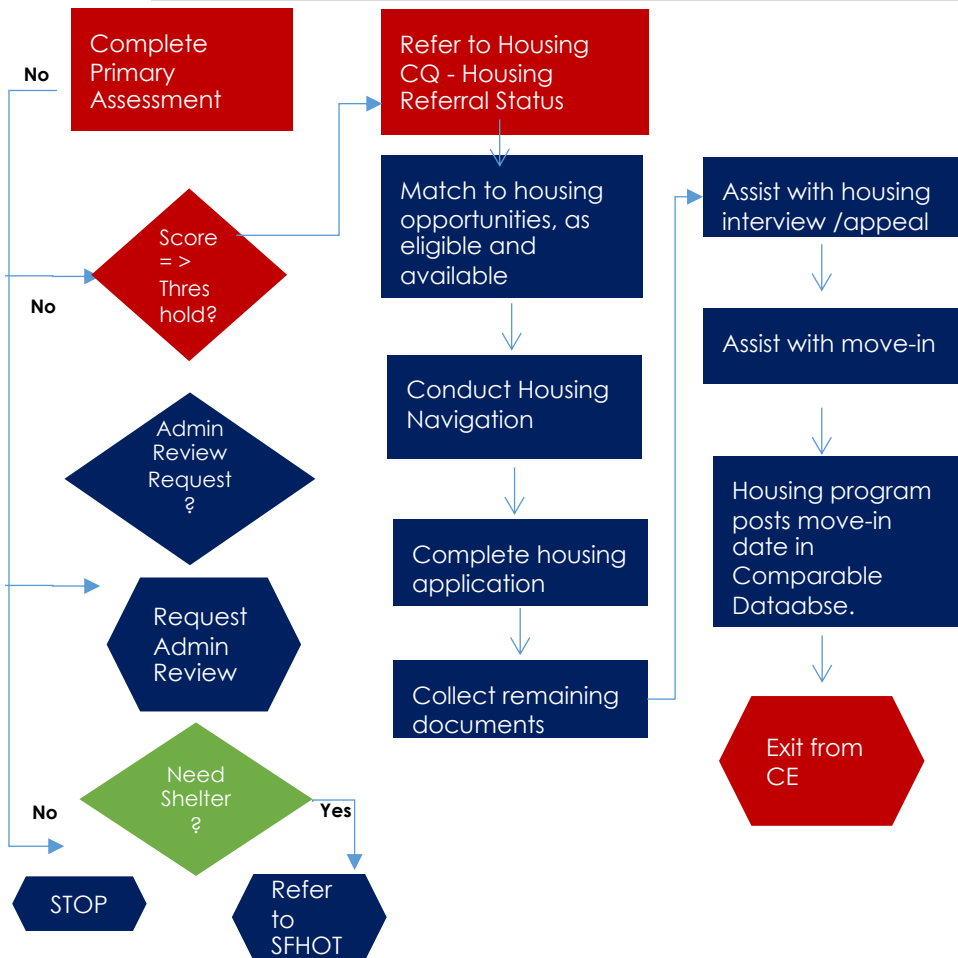
WHY DO WE DO IT?

- To provide a pathway to housing referral status for adults unable to express their high barriers to housing, high vulnerability, and high chronicity of homelessness



Administrative Review Flow

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Administrative Review

If people experiencing homelessness has participated in Problem Solving and Coordinated Entry at an Access Point and was not identified as Housing Referral Status despite their high barriers to housing, high vulnerability, and high chronicity of homelessness, their priority status can be reviewed through the Coordinated Entry Administrative Review process.

Administrative Review Request

- Administrative Review can be requested by a case manager, clinician, or provider working with an adult, family or youth by emailing hshadminreview@sfgov.org
- If household meets the administrative review criteria:
 - Completed the Housing Primary Assessment with a Coordinated Entry Access Point; and
 - Were **not** identified as Housing Referral Status based on the assessment; and,
 - Are unable to adequately self-report their barriers to housing, vulnerability, and chronicity of homelessness, indicating a need to reevaluate their status
- Requestor provides detailed information to help the Administrative Review Team assess the household's situation.

Administrative Review Outcomes

The outcome for the administrative review will be sent via email to the requestor within 15 business days of the request

- Household's Problem Solving status is affirmed or;
- Household reassignment to Housing Referral Status
- If household is identified as Housing Referral Status by the Administrative Review Team, they will be added to the Community Queue. If the household is not reassigned as Housing Referral Status by the Administrative Review team, they can continue to participate in Problem Solving at an Access Point.



Knowledge Check

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🔑 Natalia has been living in her car, and then with friends after leaving her partner. Natalia has been diagnosed with Post-Traumatic Stress Disorder and you know that she also uses drugs and alcohol to self-medicate. Natalia goes to an Access Point and it's determined that she is Problem Solving Status.

Your next step is to:

- a) Request an Administrative Review
- b) Not to request an Administrative Review
- c) Obtain more information from Natalia
- d) None of the above



Program Exits



Program Exits

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- When a client is exiting a program, select the appropriate destination based on where the client is exiting to.

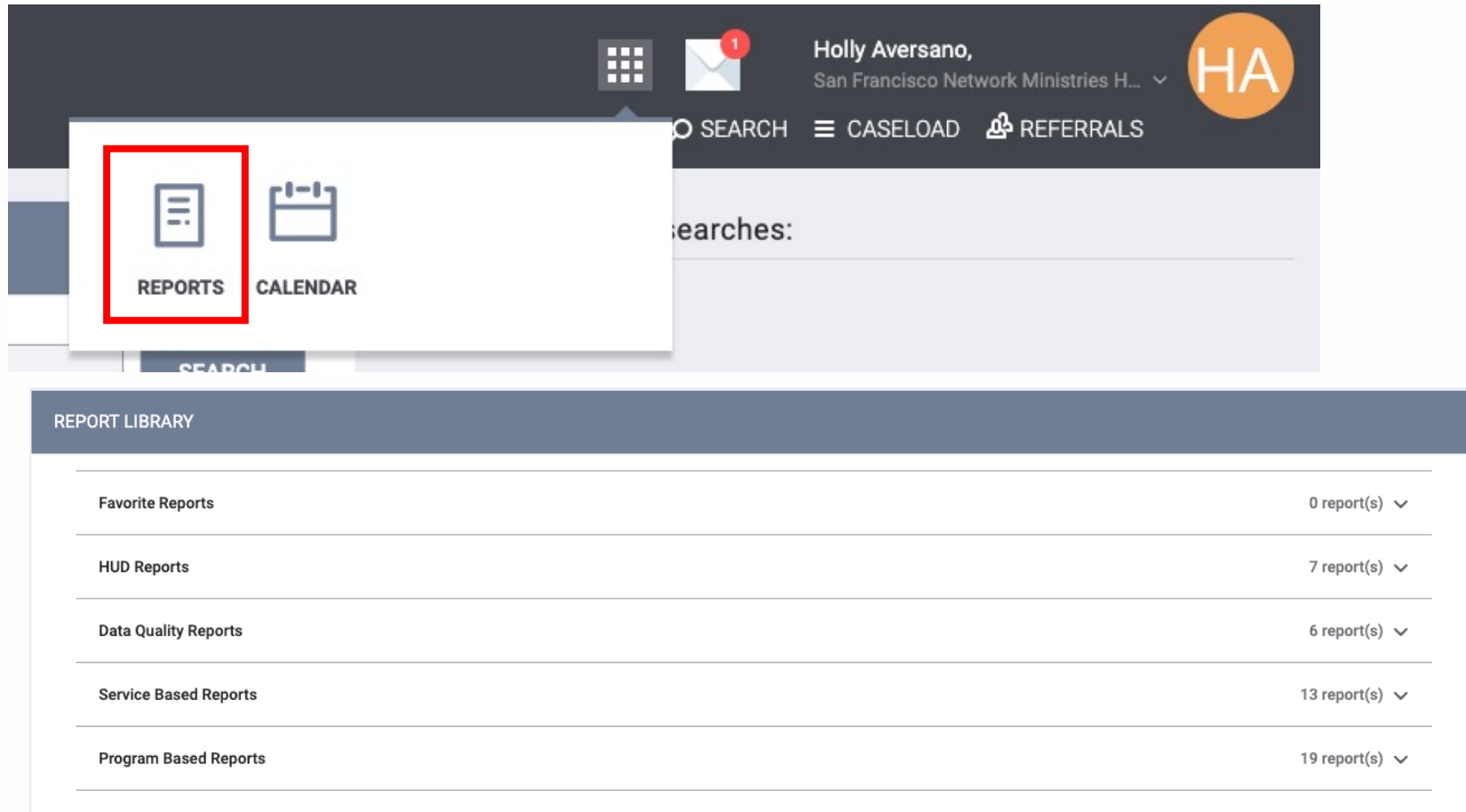
The screenshot shows a web application interface with a top navigation bar containing the following tabs: PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. Below the navigation bar, there is a red error message that says "Please correct errors." and a blue box labeled "PROGRAM: SAN FRANCISCO C". The main content area has a section titled "End Program for client" with a "Project Exit Date" field. A dropdown menu is open under the "PROGRAMS" tab, showing a list of options for where a client is exiting to. 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
- Moved from one HOPWA funded project to HOPWA TH



Reporting

Reports Library



The screenshot displays the Reports Library interface. At the top, a navigation bar shows the user 'Holly Aversano' and a dropdown menu with 'REPORTS' highlighted by a red box. Below the navigation bar, the 'REPORT LIBRARY' section lists various report categories:

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

🔑 HUD – CE APR

- Coming soon...
- Will give the ability to pull a CE APR report specific to your agency
- Be on the lookout for communication on this from Bitfocus and HSH

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]

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

🔑 [\[GNRL-106\] 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

- 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

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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*

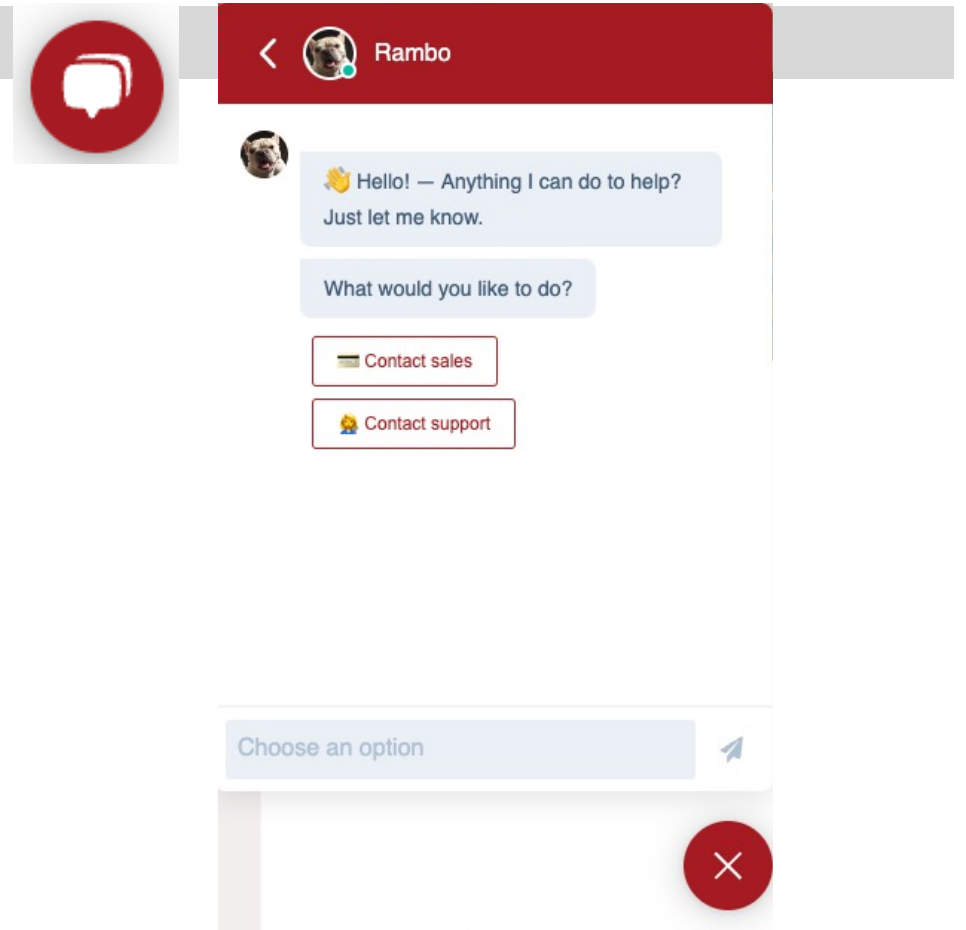
ONESF Help Center Site:

onesf.bitfocus.com

Bitfocus Help Site:

help.bitfocus.com

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





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 3/1 at 1pm, time to be determined



Next Steps

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- All clients that were provided housing services from January 2022- December 2022 must be entered into the system by May 1st 2023.
- This includes all clients that were referred to Emergency Housing Vouchers and Rapid Rehousing.
- All clients served after January 1, 2023 must be entered in the HOPE system.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Questions?

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