

A grayscale photograph of the Golden Gate Bridge in San Francisco, viewed from a low angle looking down the length of the bridge towards the water. The bridge's iconic towers and suspension cables are visible. A thick white vertical bar is positioned to the left of the text.

SAN FRANCISCO ONE SYSTEM PROGRAM MANAGER ORIENTATION SEPTEMBER 12, 2018



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PROGRAM MANAGER ORIENTATION

| GOALS



Today we will cover...

- Where to find reports and data in the ONE System
- Which reports to use to review programs
- Which reports to use to support staff
- Additional questions you have



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PROGRAM MANAGER ORIENTATION

ONE SYSTEM SUMMARY



Currently in the ONE System there are...

- Over 43,000 clients, 19,000 of whom are currently enrolled in a program.
- 232 participating programs at 47 agencies
 - 155 permanent housing (PH, PSH, RRH)
 - 16 transitional housing
 - 26 shelter (ES, safe haven)
 - 4 street outreach
 - 31 other services (homeless prevention, services only, day shelters, coordinated entry)



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FINDING REPORTS AND DATA IN THE ONE SYSTEM



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FINDING REPORTS AND DATA IN ONE

THREE WAYS



- 1. Access data for a single agency or program**
- 2. Access data for multiple agencies at once**
- 3. Access any data for any agency you have access to**



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FINDING REPORTS AND DATA IN ONE

THREE WAYS



Department of Homelessness and Supportive Housing	
REPORT LIBRARY	EXPLORE DATA ANALYSIS
HUD Reports	7 report(s) ▾
Housing	4 report(s) ▾
Service Based Reports	14 report(s) ▾
Administrator Reports	21 report(s) ▾
Email Reports	6 report(s) ▾
Program Based Reports	23 report(s) ▾
Agency Management	3 report(s) ▾
Community and Referrals	6 report(s) ▾
Data Quality Reports	1 report(s) ▾

Custom data for custom needs

Data for more than one agency

Data for one agency



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FINDING REPORTS AND DATA IN ONE

THREE WAYS



1. Access data for a single agency or program

- Log in
- Switch to agency using Additional Agency Access
- Go to Report Library
- Run any canned report EXCEPT Administrator reports



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FINDING REPORTS AND DATA IN ONE

| THREE WAYS



2. Access data for multiple agencies at once

- Log in
- Go to Report Library
- Run any canned report in Administrator reports



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FINDING REPORTS AND DATA IN ONE

THREE WAYS



3. Access any data for any agency you have access to

- Log in
- Go to Explore or Data Analysis
- You need to do the work (but we offer training)
- You may have preset queries from the System Administration team

FINDING REPORTS AND DATA IN ONE

NEED HELP?



Need more help?

- Guides to reports are available at get.clarityhs.help (search for report name)
- Data Analysis training is available under “Schedule a Training” on [ONE SF Help Center](#)
- Don’t forget the Helpdesk! onesf@bitfocus.com or 415.429.4211



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LET'S TALK REPORTS: PROGRAM REVIEW



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Who's enrolled in the program

- [GNRL-106] Program Roster (Program Based Reports)
 - Who's enrolled in the program and for how long
 - Can be run for active or exited clients



Program Roster Report

Puget Sound Homeless Response Network

Status: All

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Assessments	Services	Assigned Staff
Main Street Emergency Shelter										
Marshall, Brandi	484F4E66B	01/01/1980	37	37	06/01/2017	-	49	0	1	S. Dougherty
Grant, Tami	B29085238	04/05/1999	18	18	06/01/2017	-	49	0	1	S. Dougherty
Wright, Brittany	BE1D264EF	09/08/1988	28	28	06/01/2017	06/15/2017	15	0	1	S. Dougherty
Payne, Mercedes	DA714AAB8	07/07/1977	39	40	06/01/2017	-	49	0	1	S. Dougherty
Medina, Jason	CD4D58FE0	09/12/1972	44	44	06/01/2017	-	49	0	1	S. Dougherty
Coleman, Sean	196A817AD	10/10/1970	46	46	06/01/2017	-	49	0	1	S. Dougherty
Boone, Frank	B20B0D977	12/09/1956	60	60	06/01/2017	-	49	0	1	S. Dougherty
Carlson, Sally	A460A6B2B	03/18/1967	50	50	06/01/2017	-	49	0	1	S. Dougherty
Janet, Jackson	0C69099CB	08/20/1959	57	57	07/01/2017	-	19	0	0	S. Holmes
Pop, Baby	D4E535A25	09/01/2010	6	6	07/01/2017	-	19	0	0	S. Holmes
Pop, Iggy	17CE6C4D2	09/09/1950	66	66	07/18/2017	-	2	0	1	S. Holmes

Total : 11



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Who's enrolled in the program

- [GNRL-106] Program Roster
- [GNRL-220] Program Details Report (Program Based Reports)
 - All client data at entry, annual assessment or exit
 - Useful for looking for outlying values

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Who's enrolled in the program

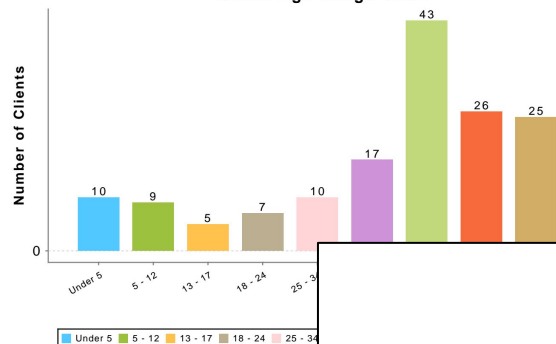
- [GNRL-106] Program Roster
- [GNRL-220] Program Details Report
- [OUTS-106] Client Demographics (Program Based Reports)
 - Demographics breakdown with charts
 - Include chronic homeless status



Client Demographics Report

Compass Housing Alliance
Date Range: 07/01/2017 AND 07/20/2017
Housing: All
Veteran: All
Client Project Stays: All active

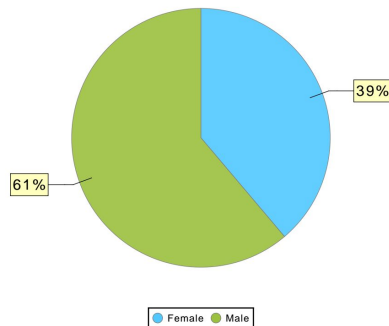
Client Age Range Chart



Age Range

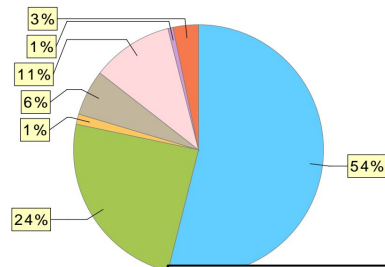
Under 5
5 - 12
13 - 17
18 - 24
25 - 34
35 - 44
45 - 54
55 - 61
62+
No Answer

Gender



Gender	# of Clients
Female	59
Male	93
Transgender Male to Female	0
Transgender Female to Male	0
Doesn't identify as male, female, or transgender	0
Client doesn't know	0
Client refused	0
No Answer	0
Total:	152

Race

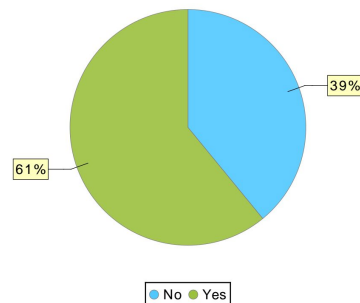


White
Black or African American
Asian
American Indian or Alaskan Native
Native Hawaiian or Other Pacific Islander
Client Don't know / Refused

Race Demographic

White
Black or African American
Asian
American Indian or Alaskan Native
Multiple races
Native Hawaiian or Other Pacific Islander
Client Don't know / Refused
No Answer

Chronic Homeless Demographic (Adults & HoHH) Chart



Chronic Homeless (Adults & HoH)	# of Clients
No	50
Yes	78
Client Entering From the Streets, ES, or Safe Haven	# of Clients
No	2
Yes	13
Approximate Date Started	# of Clients
365 Days or More	66
Less Than 365 Days	20
Missing	40
Not applicable	2
Times Homeless in the Past Three Years	# of Clients
One Time	29
Two Times	6
Three Times	8
Four or more times	34



Who's being served in the program

- [GNRL-104] Service Summary (Service Based Reports)
 - Quick count of clients and service provision

Service Summary

Puget Sound Homeless Response Network

[Main Street Emergency Shelter] Laundry

	Unique	Total
Laundry	4	7

[Main Street Emergency Shelter] Meals

	Unique	Total
Meals	3	41

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Who's being served in the program

- [GNRL-104] Service Summary
- [GNRL-103] Service Census (Service Based Reports)
 - Includes quick counts from [GNRL-104] Service Summary
 - Shows counts for every day in report period
 - Lists services not provided



Service Census

Compass Housing Alliance
Date Range: 05/01/2017 and 06/30/2017
Veteran Status: All

Service / May 2017	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31
[Compass Hygiene Center] Showers: Showers	10	10	10	10	11	10	10	10	10	10	10	10	10	10	1571	5	6	4	4	4	4	4	4	4	4	4	4	4	4	4	4
[Compass Hygiene Center] Showers: Laundry	0	0	0	0	0	0	0	0	0	0	0	0	0	0	8	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Service / June 2017	01	02	03	04	05	06	07	08	09	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
[Compass Hygiene Center] Showers: Showers	4	4	4	4	14	13	12	10	9	1	1	1	1	1	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
[Compass Hygiene Center] Showers: Laundry	0	0	0	0	1	2	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
[Compass Hygiene Center] Showers: Showers	0	0	0	0	0	0	0	0	0	0	0	0	12	7	0	0	0	0	0	0	6	18	0	0	0	5	2	1	0	8

Service	# of Services Provided	# of Unduplicated Clients Served
[Compass Hygiene Center] Showers: Laundry	13	12
[Compass Hygiene Center] Showers: Showers	2,075	1,611
[Compass Hygiene Center] Showers: Showers	59	58
Total:	2,147	1,668

Services without any Household served:

[Compass Hygiene Center] Navigator Flexible: funds

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Who's being served in the program

- [GNRL-104] Service Summary
- [GNRL-103] Service Census
- [OUTS-105] Client Demographics (Service Based Reports)
 - Demographics breakdown with charts
 - Based on clients served, not just enrolled



Who's being served (or not) in the program

- [GNRL-104] Service Summary
- [GNRL-103] Service Census
- [OUTS-105] Client Demographics
- [EXIT-101] Potential Exits (Program Based Reports)
 - Clients who haven't received a service since a particular date



Potential Exits

Sarah Agency

Cut off Date: 05/01/2018

Clients who are active in the program and have not received services since the cut off date

Unique ID	Client Name	SSN	Project Name	Service Item	Date Last Service
DC2400271	Child, Joans	xxx-xx-8747	Emergency Shelter	[Streets to Home] Diversion: [Streets to Home] Diversion	08/22/2017
0C69099CB	Janet, Jackson	xxx-xx-3727	Emergency Shelter	[PSH] Funding Test: King County Funds	09/19/2017
0E3CE834D	Jett, Joan	xxx-xx-7646	Emergency Shelter	[Streets to Home] Diversion: [Streets to Home] Diversion	08/22/2017
CF7F5D750	Jones, Michael	xxx-xx-5678	Emergency Shelter	[Emergency Shelter] ES Housing: ES Housing	02/04/2016
D4E535A25	Pop, Baby	xxx-xx-7362	Emergency Shelter	[Streets to Home] Diversion: [Streets to Home] Diversion	08/24/2017
17CE6C4D2	Pop, Iggy	xxx-xx-3252	Emergency Shelter	[Streets to Home] Diversion: [Streets to Home] Diversion	08/24/2017
523FE87E1	Refused, Ccrs-1	xxx-xx-0000	Emergency Shelter	[PSH Test] PSH Case Management: Case Management	03/31/2017
4DB46EA18	Refused, Peter-1	xxx-xx-0000	Emergency Shelter	[PSH Test] PSH Case Management: Case Management	03/31/2017

Total Number Of Clients Programs: 8

Total Unique Clients: 8



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Where are we spending money?

- [EXPS-103] Program Funding Source Financial Detail (Program Based Reports)
 - Lists all funds spent as part of financial services
 - Includes vendor and check information if entered
 - Includes totals by service and program



Program Funding Source Financial Detail

Date Range: 06/01/2017 and 06/30/2017

Include Subgrants: No

Funding Source: Any Funding Source

Program: [REDACTED]

Service: [REDACTED] Moving Cost Assistance

Service Item: [REDACTED] Moving Cost Assistance

UID	Name	Notes	Vendor	Check No.	Check Date	Month Pd.	Amount
29B029786	[REDACTED]				06/29/2017	June	\$1,500.00
Address :							
F94D39D5C					06/27/2017	June	\$1,500.00
5D5879DCB					06/16/2017	June	\$1,500.00
Address :							
8C956A77A					06/27/2017	June	\$1,391.00
B9B82AC4B					06/29/2017	June	\$1,430.00
5D3A5995A					06/26/2017	June	\$1,500.00

Service Item Totals: \$8,821.00

Service Totals: \$8,821.00

Program Totals: \$8,821.00

Totals: \$8,821.00

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Who needs support around data entry?

- [DQXX-103] Monthly Staff Report (Email Reports)
 - Timeliness and completeness by agency and staff
 - Emailed to agency leads on the 15th of each month



Monthly Staff Report

First Place School

This report is an automated monthly review of your staff participation in Clarity.

Please note, this is a courtesy email report. All data held within is viewable at any time by accessing the Reports Library within Clarity.

Your Agency Average Data Entry Timeliness (in days)	15
Your Refused DQ Score	3.0%
Your Don't Know DQ Score	1.0%
Your Not Collected DQ Score	19.0%
Your Unique Client Count	537

Report Period : 04/01/2017 through 04/30/2017

Informations about the following table :

Unique Clients : Unique number of clients currently receiving service within the report date range

New Clients : Unique number of clients newly enrolled in a service or program within the report date range

Average Timeliness (in Days) : Average number of days from program/service start date to the time the service/program was recorded in Clarity

DQ Don't Know : Average percentage of Program Specific Data Elements answered Don't Know.

DQ Refused : Average percentage of Program Specific Data Elements answered Refused.

DQ Not Collected : Average percentage of Program Specific Data Elements answered Not Collected.

Active Staff						
Name	Unique Clients	New Clients	AVG Timeliness (in days)	DQ % Don't Know	DQ % Refused	DQ % Not Collected
Griffin, Harron	2	0	0	0%	0%	0%
Hussein, Jamal	45	18	15	0.3%	2.9%	8.7%
Mapelli, Tina	52	0	0	0%	2.5%	3.4%
User, Migration	483	0	0	1.5%	3.9%	19.5%

Monthly Staff Report				First Place School		
Informations about the following table :						
The chart below is based on Program based enrollment data for HUD funded CoC projects. If your project type is not required to collect all of the elements listed below, clients will be counted as "Data Not Collected". This applies to specific elements not required for Federal Partner projects such as PATH, RHY and SSVF or any custom enrollments for non-HUD funded projects.						
Data Element	Total Don't Know	% Don't Know	Total Refused	% Refused	Not Collected	% Not Collected
Profile Statistics						
SSN	62	11.5%	147	27.4%	24	4.5%
DOB	0	0.0%	61	11.4%	16	3.0%
Race	11	2.0%	43	8.0%	4	0.7%
Ethnicity	3	0.6%	43	8.0%	0	0.0%
Gender	0	0.0%	0	0.0%	0	0.0%
Veteran Status	2	0.4%	1	0.2%	3	0.6%
Program Entry Statistics						
Client Location					0	0.0%
Household Member Type					22	3.8%
Housing Status	18	3.1%	0	0.0%	69	12.0%
Residence prior to program entry	4	0.7%	6	1.0%	48	8.4%
Times on Streets, ES, SH	0	0.0%	1	0.2%	174	30.3%
Disabling Condition	0	0.0%	3	0.5%	10	1.7%
Physical Disability	1	0.2%	0	0.0%	85	14.8%
Development Disability	2	0.3%	0	0.0%	81	14.1%
Chronic Health Condition	3	0.5%	0	0.0%	96	16.7%
HIV / AIDS	0	0.0%	0	0.0%	413	72.0%
Mental Health	3	0.5%	1	0.2%	94	16.4%
Substance Abuse	2	0.3%	0	0.0%	84	14.6%
Domestic Violence	2	0.3%	1	0.2%	67	11.7%
Income and Sources	1	0.2%	0	0.0%	55	9.6%
Non-Cash Benefits	1	0.2%	0	0.0%	55	9.6%
Health Insurance	1	0.2%	0	0.0%	340	59.2%



Who needs support around data entry?

- [DQXX-103] Monthly Staff Report
- [HUDX-225] HMIS Data Quality Report (HUD Reports)
 - Part of HUD's Data Quality Framework
 - Comprehensive data review

Q1. Report Validations Table	
Program Applicability: All Projects	
Total number of persons served	73
Number of adults (age 18 or over)	36
Number of children (under age 18)	37
Number of persons with unknown age	
Number of leavers	
Number of adult leavers	
Number of adult and head of household leavers	
Number of stayers	
Number of adult stayers	
Number of veterans	
Number of chronically homeless persons	
Number of youth under age 25	
Number of Parenting Youth Under Age 25 with Children	
Number of Adult Heads of Household	
Number of child and unknown-age heads of household	
Heads of households and adult stayers in the project more than 365 days	

Q2. Personally Identifiable Information (PII)			
Program Applicability: All Projects			
Data Element	Client Doesn't Know/Refused	Information Missing	Data Issues
Name (3.1)	6	0	0
Social Security Number (3.2)	3	0	0
Date of Birth (3.3)	0	0	6
Race (3.4)	0	0	
Ethnicity (3.5)	0	0	
Gender (3.6)	0	0	
Overall Score			

Q3. Universal Data Elements		
Program Applicability: All Projects		
Data Element	Error Count	% of Error Rate
Veteran Status (3.7)	0	0%
Project Entry Date (3.10)	0	0%
Relationship to Head of Household (3.15)	0	0%
Client Location (3.16)	0	0%
Disabling Condition (3.8)	0	0%

Q4. Income and Housing Data Quality	
Program Applicability: All Projects	
Data Element	
Destination (3.12)	
Income and Sources (4.2) at Entry	
Income and Sources (4.2) at Annual Assessment	
Income and Sources (4.2) at Exit	

Q5. Chronic Homeless				
Program Applicability: ES, SH, Street Outreach, TH & PH				
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Additional Data
ES, SH, Street Outreach	0			
TH	0	0	0	
PH (all)	36	0	0	
Total	36			

Q6. Timeliness		
Program Applicability: All Projects		
Time for Record Entry	Number of Project Entry Records	Number of Project Exit Records
0 days	0	0
1-3 days	17	0
4-6 days	2	0
7-10 days	4	3
11+ days	50	0

Q7. Inactive Records: Street Outreach and Emergency Shelter			
Program Applicability: Street Outreach & ES-Night By Night			
Data Element	# of Records	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or ES-NbN)	0	0	0%
Bed Night (All clients in ES-NbN)	0	0	0%

Programs Included in Dataset	
Agency	Program Name
	PG Kenney Place - CoC
	Sand Point Families PSH



Monitoring Staff Activity

- [STFF-104] Staff Client Data Activity Report (Agency Management)
 - Client-related records entered by staff
 - Includes times, record type and client ID

Staff Client Data Activity Report

Staff members are listed below

Activity Between:

5/1/2017 - 7/20/2017

Dougherty, Sarah

Data Type	Client Name	Unique Identifier	Date/Time
Program Enrollment	McFly, Marty	26C0694D0	07/20/2017 10:45 AM
Program Enrollment	Brewster, Punky	C9321698E	07/20/2017 10:45 AM
Program Enrollment	Smith, Jenny	312B760CC	07/18/2017 9:10 AM
Profile Edited	Matrix, Test	65B7C7F58	07/18/2017 9:09 AM
Profile Created	Smith, Jenny	312B760CC	07/18/2017 9:09 AM
Client Location	Flores, Jody	78EE6CD7E	06/23/2017 5:54 PM
Profile Created	Flores, Jody	78EE6CD7E	06/23/2017 5:50 PM
Client Location	Medina, Jason	CD4D58FE0	06/23/2017 12:26 PM
Program Enrollment	Matrix, Test	65B7C7F58	06/20/2017 1:17 PM
Profile Created	Wright, Brit	415718510	06/14/2017 3:28 PM
Profile Edited	Grant, Tami	B29085238	06/14/2017 3:20 PM
Profile Created	Carlson, Sally	A460A6B2B	06/14/2017 3:12 PM
Profile Created	Vargas, Roderick	4ED019FF5	06/14/2017 3:11 PM
Profile Created	Boone, Frank	B20B0D977	06/14/2017 3:07 PM
Profile Created	Evans, Eunice	2D4EDFFCC	06/14/2017 3:05 PM
Profile Created	Coleman, Sean	196A817AD	06/14/2017 3:04 PM
Profile Created	Medina, Jason	CD4D58FE0	06/14/2017 3:03 PM
Profile Created	Payne, Mercedes	DA714AAB8	06/14/2017 3:02 PM
Profile Created	Wright, Brittany	BE1D264EF	06/14/2017 3:00 PM
Profile Created	Grant, Tami	B29085238	06/14/2017 2:59 PM
Profile Created	Marshall, Brandi	484F4E66B	06/14/2017 2:58 PM

Total: 21



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Monitoring Staff Activity

- [STFF-104] Staff Client Data Activity Report
- [STFF-101] User Activity Report (Agency Management)
 - User logins by date, including length of time logged in



User Activity Report

System

Activity Between: 07/01/2017 and 07/20/2017

Holmes, Stacy (stacyh)

2017-07-05

2017-07-05 09:52:54	2017-07-05 12:55:17	3h 02min 23sec
2017-07-05 14:49:40	2017-07-05 19:10:14	4h 20min 34sec

2017-07-06

2017-07-06 09:02:28	2017-07-06 14:55:26	5h 52min 58sec
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2017-07-07

2017-07-07 08:51:31	2017-07-07 11:00:17	2h 08min 46sec
2017-07-07 12:36:40	2017-07-07 15:05:16	2h 28min 36sec

2017-07-10

2017-07-10 08:42:24	2017-07-10 08:49:32	0h 07min 08sec
2017-07-10 09:11:51	2017-07-10 15:04:44	5h 52min 53sec
2017-07-10 15:19:39	2017-07-10 16:29:46	1h 10min 07sec
2017-07-10 16:47:02	2017-07-10 18:49:46	2h 02min 44sec

2017-07-11

2017-07-11 08:52:46	2017-07-11 16:35:13	7h 42min 27sec
2017-07-11 16:30:47	2017-07-11 16:50:14	0h 19min 27sec
2017-07-11 16:49:39	2017-07-11 16:55:16	0h 05min 37sec
2017-07-11 16:51:33	2017-07-11 16:55:16	0h 03min 43sec
2017-07-11 16:53:17	2017-07-11 16:55:16	0h 01min 59sec
2017-07-11 17:00:04	2017-07-11 19:30:11	2h 30min 07sec

2017-07-12

2017-07-12 07:42:39	2017-07-12 09:30:09	1h 47min 30sec
2017-07-12 09:29:23	2017-07-12 13:20:11	3h 50min 48sec
2017-07-12 13:18:07	2017-07-12 17:15:11	3h 57min 04sec



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FINDING REPORTS AND DATA IN ONE

NEED HELP?



Need more help?

- Guides to reports are available at get.clarityhs.help (search for report name)
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A faded, grayscale image of the Golden Gate Bridge serves as the background for the entire slide. The bridge's iconic towers and suspension cables are visible, stretching across the frame.

**TOO MUCH TO REMEMBER?
HERE'S A HANDOUT!**



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Useful Reports for Shelter & Outreach Program Managers

	SECTION	AD?	TITLE	CONTENT
WHO'S ENROLLED?	Program-Based	N	[GNRL-106] Program Roster	Who's enrolled or exited with dates and LOS
	Program-Based	Y	[GNRL-220] Program Details Report	All data from enrollment/update/exit screens + housing service dates
	Program-Based	Y	[OUTS-106] Client Demographics	Demographic breakdown charts for all enrolled clients
WHO'S BEEN SERVED?	Service-Based	N	[GNRL-104] Service Summary	Counts of services provided and unique clients
	Service-Based	N	[GNRL-103] Service Census	Counts of services provided by day, plus service summary
	Service-Based	N	[OUTS-105] Client Demographics	Demographic breakdown charts for all served clients
	Program-Based	N	[EXIT-101] Potential Exits	Clients who haven't received a service since <u>specified</u> date
WHERE'D WE SPEND MONEY?	Program-Based	N	[EXPS-103] Program Funding Source Financial Detail	Lists all funds spent as part of services, plus totals by service and program
STAFF DATA QUALITY	Email	N	[DQXX-103] Monthly Staff Report	Data completeness and timeliness for all staff
	HUD	Y	[HUDX-225] HMIS Data Quality Report	Comprehensive report on data quality
STAFF ACTIVITY	Agency Management	N	[STFF-104] Staff Client Data Activity Report	Staff activity in the system
	Agency Management	N	[STFF-101] User Activity Report	Staff login times and time logged in

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QUESTIONS?



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