Rapid Re-Housing

ONE System Training

Bitfocus

Welcome!

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Agenda

Coordinated Entry

Post Openings

Managing Referrals

Notes

Data Elements/Entry

Enrollment Date vs. Housing Move- in Date

Project Exit

Referrals Statistics/Program Roster Reports

Solutions to common problems

Q&A

Referrals in the ONE System

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Posting Open Units

- Housing Providers/Property Managers are responsible for completing the Open Unit Form in ONE
- Posting a resource indicates to the Access Points that a opening is ready to be filled
- Filling out all fields is important to make sure Access Points have enough information to make an appropriate referral

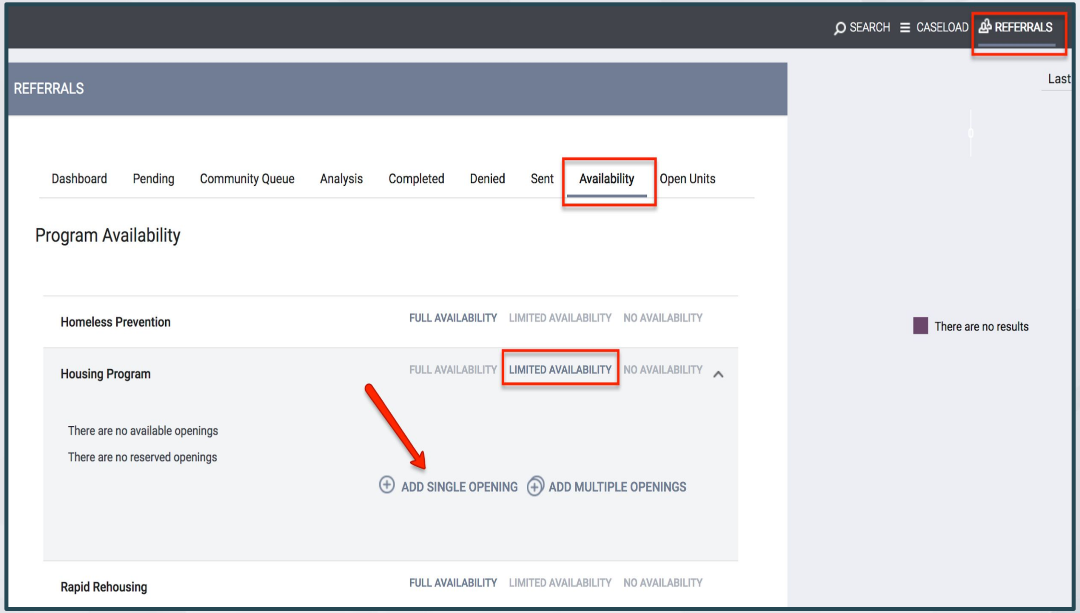
Posting Open Units

1) Log in and click on Referrals

2) Click on Availability

3) Choose Limited Availability for the Required program

4) Click Add Single Opening or Add Multiple Openings



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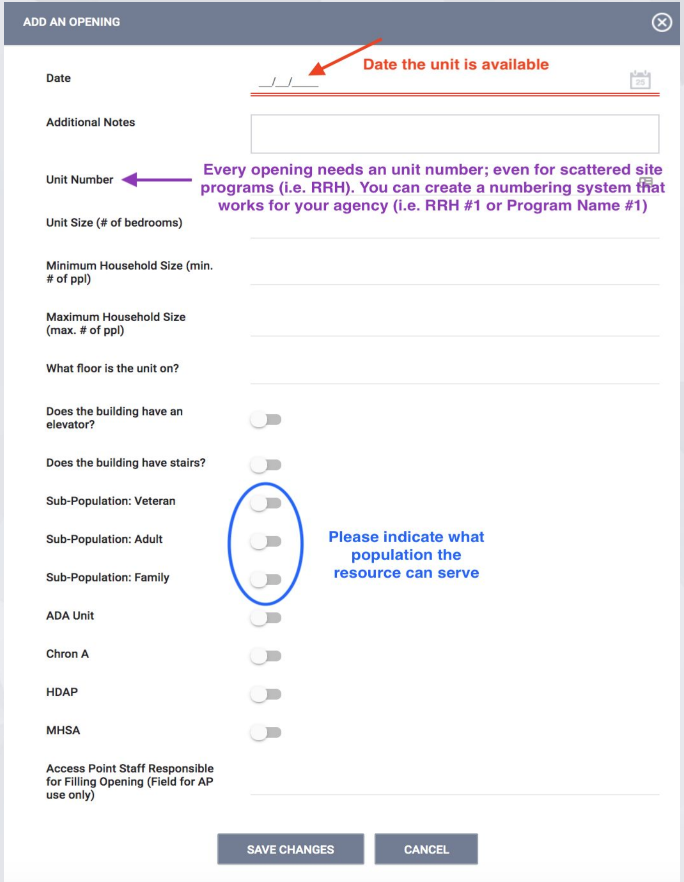
Posting Open Units

- Be sure to include a unique label for all openings even those that don't have a unit number (i.e. RRH)

- Providers/ Property Managers must indicate what population the resource can serve



Referrals

When a referral is made...

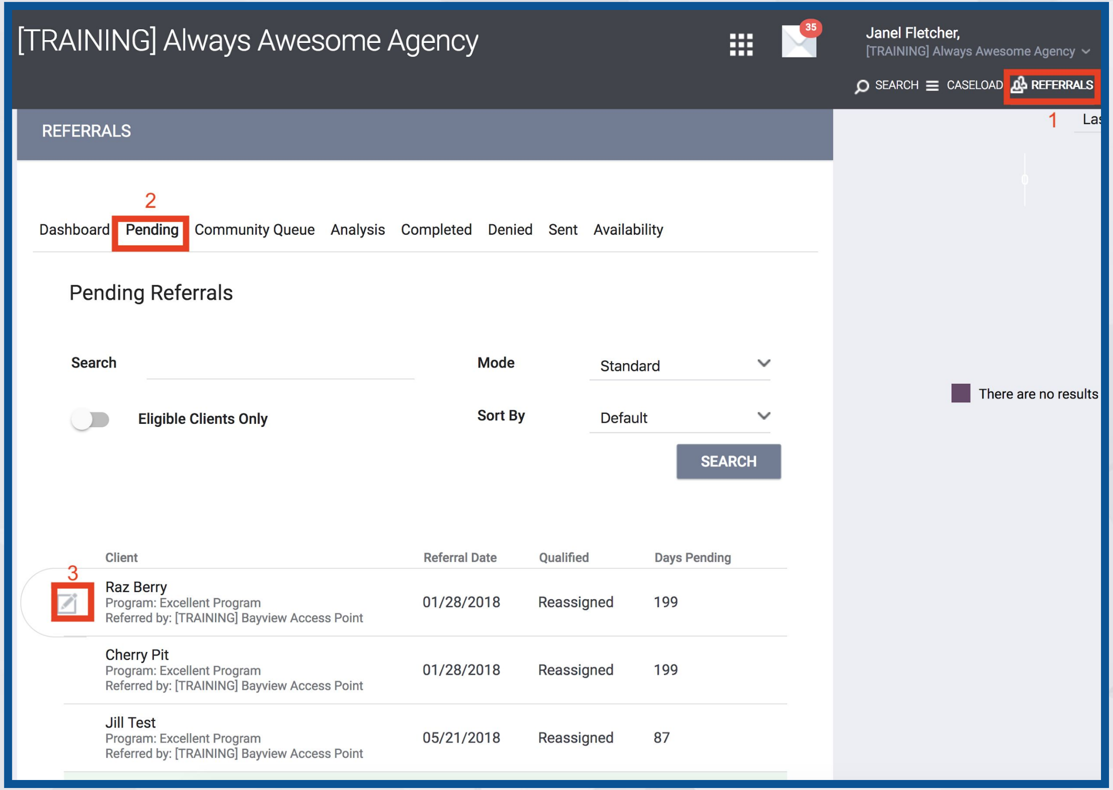
- The referral is made to a specific housing resource
- Referral is moved from community queue to the “Pending Tab”
- Agency receives notification of referral

Referral Notifications

- Providers will receive a notification via email when a referral has been sent
  - **Providers need to make sure the appropriate staff are set- up to receive notifications**
  - ONE System Leads should contact the Bitfocus Helpdesk at onesf@bitfocus.com or 415.429.4211 to make any changes

Pending Referrals Tab

1) Go to Referrals tab
2) Next, select the Pending tab
3) Open the Referral



Referrals

Providers should know...

- “Pending Status Notification” - Sent every 7 days if status isn’t changed
- “Referral Threshold”- referrals sent back to the CQ in 90 days if status isn’t changed

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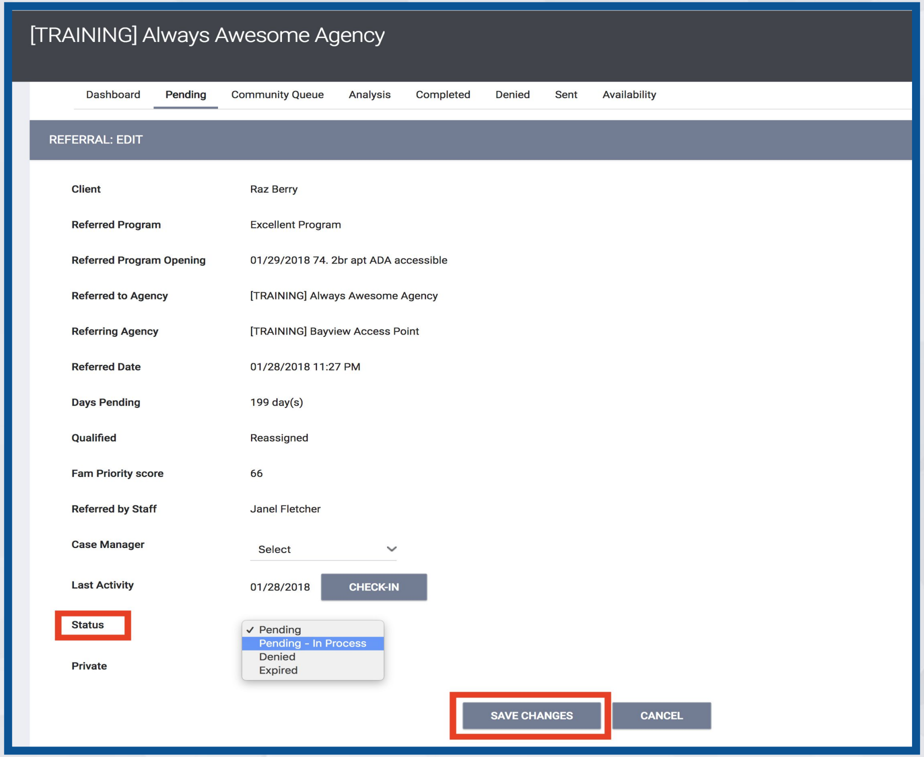
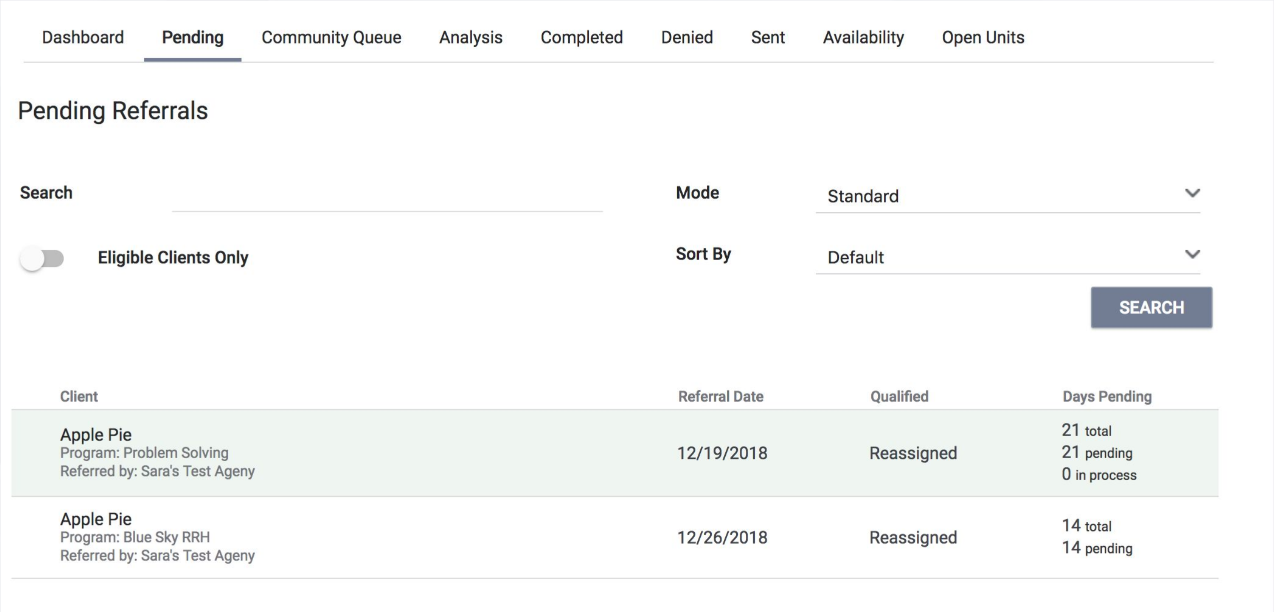
Pending-In Process

- Change the Status from Pending to Pending-In Process
- This will notify the Access Point that the referral is received
- This does not mean the client is enrolled in the program



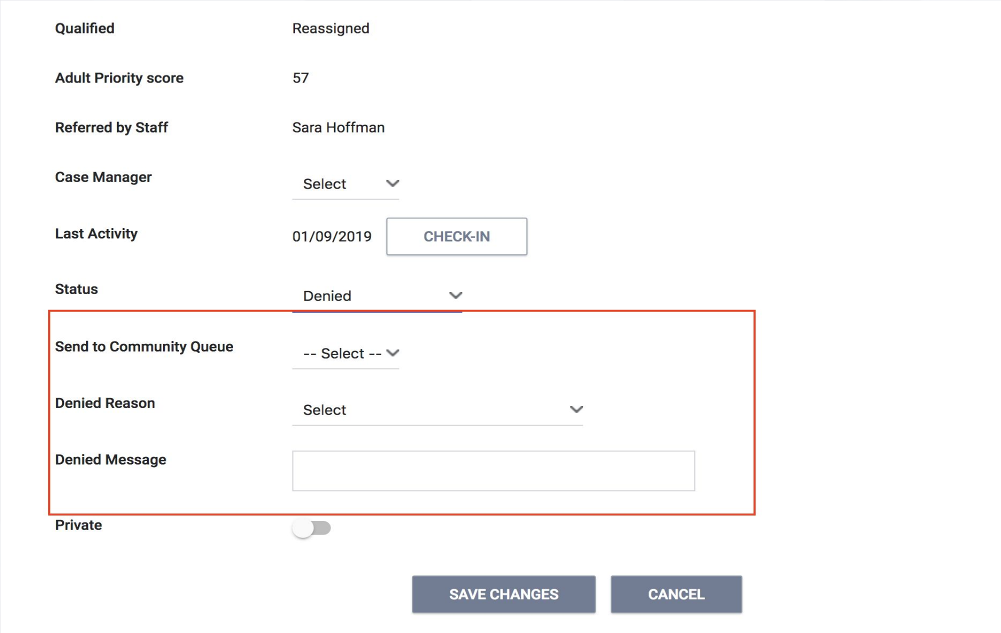
Pending-In Process

- Color of referral changes to green when status is changed
- “In-Process Notification”- sent every 14 days if status isn’t changed



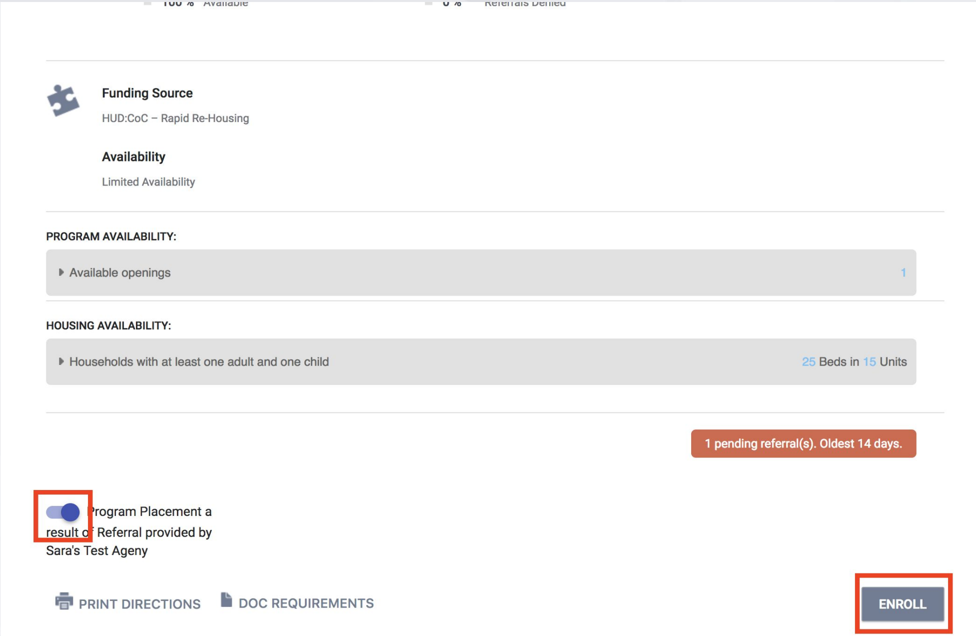
Denying a referral

- Make determination as soon as possible
- Select denial reason
- Always send back to CQ unless deceased or housed



Accepting the Referral

- To accept a referral, the agency must enroll the client into the program
- The enrollment needs to be linked to the referral



Services

- RRH programs have services set up in ONE
- Services document
  - Client assistance
  - Show client engagement
  - Document the housing search and move in process
  - Show client activity in a program
  - Inform other users in the system of client’s status (i.e Access point Staff)
- Notes can be entered within a service
  - An additional note does not have to be entered

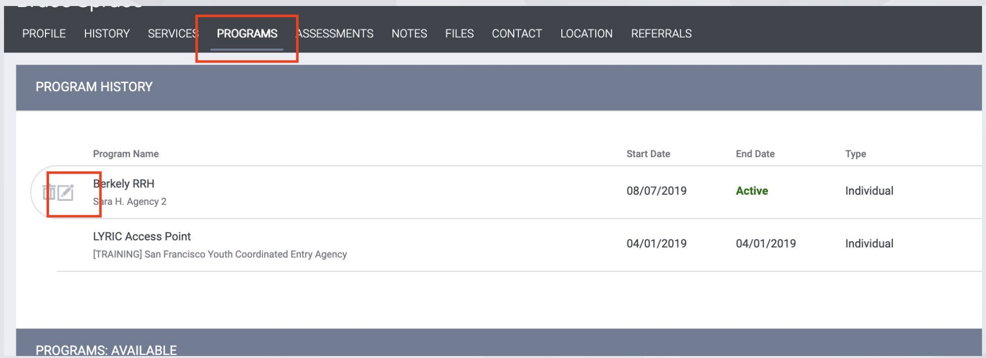
Services

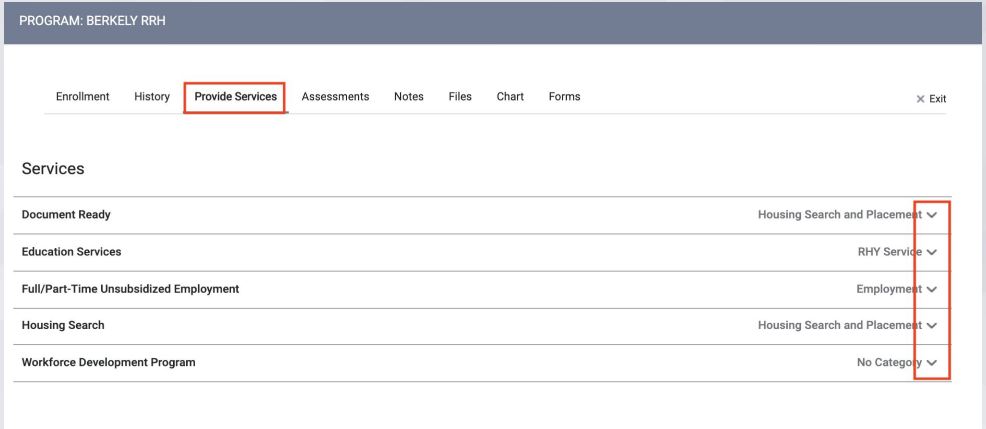
1) Click the “Program” tab

2) Open the program enrollment

3) 3) Click “Provide Service”

4) Click the drop down next the service provided

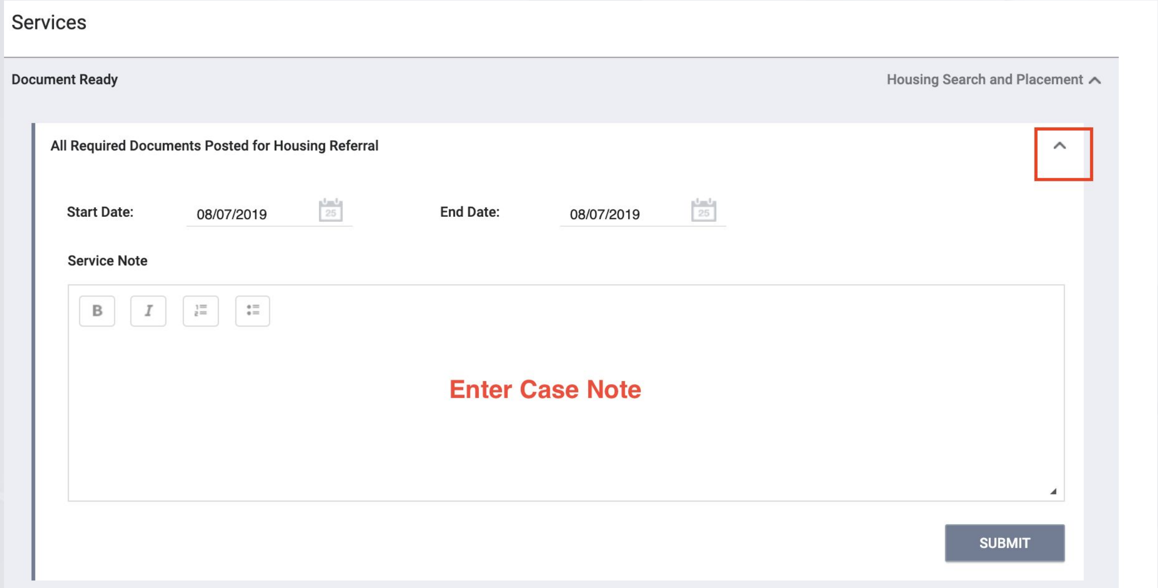




Services

1) Click the applicable service item

2) Enter the date the service was provided and a case note



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Notes

- Notes are entered under the notes tab prior to and after the client is enrolled in the RRH program

- Notes allow for information to be shared other users including access point staff

- Notes are entered when there is no applicable service to record

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Notes

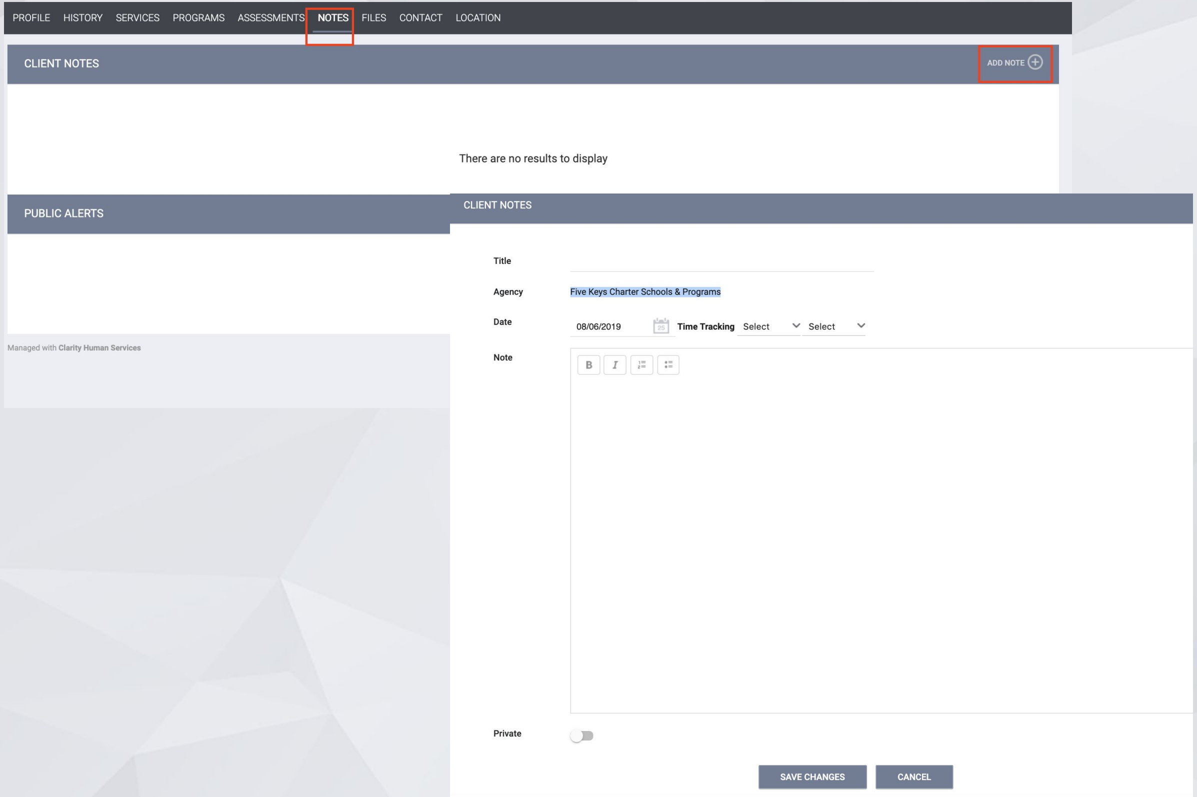
1) Click the “Notes” tab

2) Click Add Note

3) Type in title, adjust date if necessary

4) Type note

5) Click “Save Changes”



Data Collection in the ONE System

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Data Collection

Accept the Referral/Project Enrollment (saw in previous section)

Client is enrolled and removed from the queue, they will not be considered for other openings.

Update Housing Move-in Date

Update the move-in date to show that client is no longer in the housing search process.

Annual Assessment

Complete an annual assessment when clients are enrolled in the project for a year. Assessments are completed within 30 days +/- the anniversary date.

Program Exit

Client has left the program, number of clients enrolled should not be greater than the no of beds.

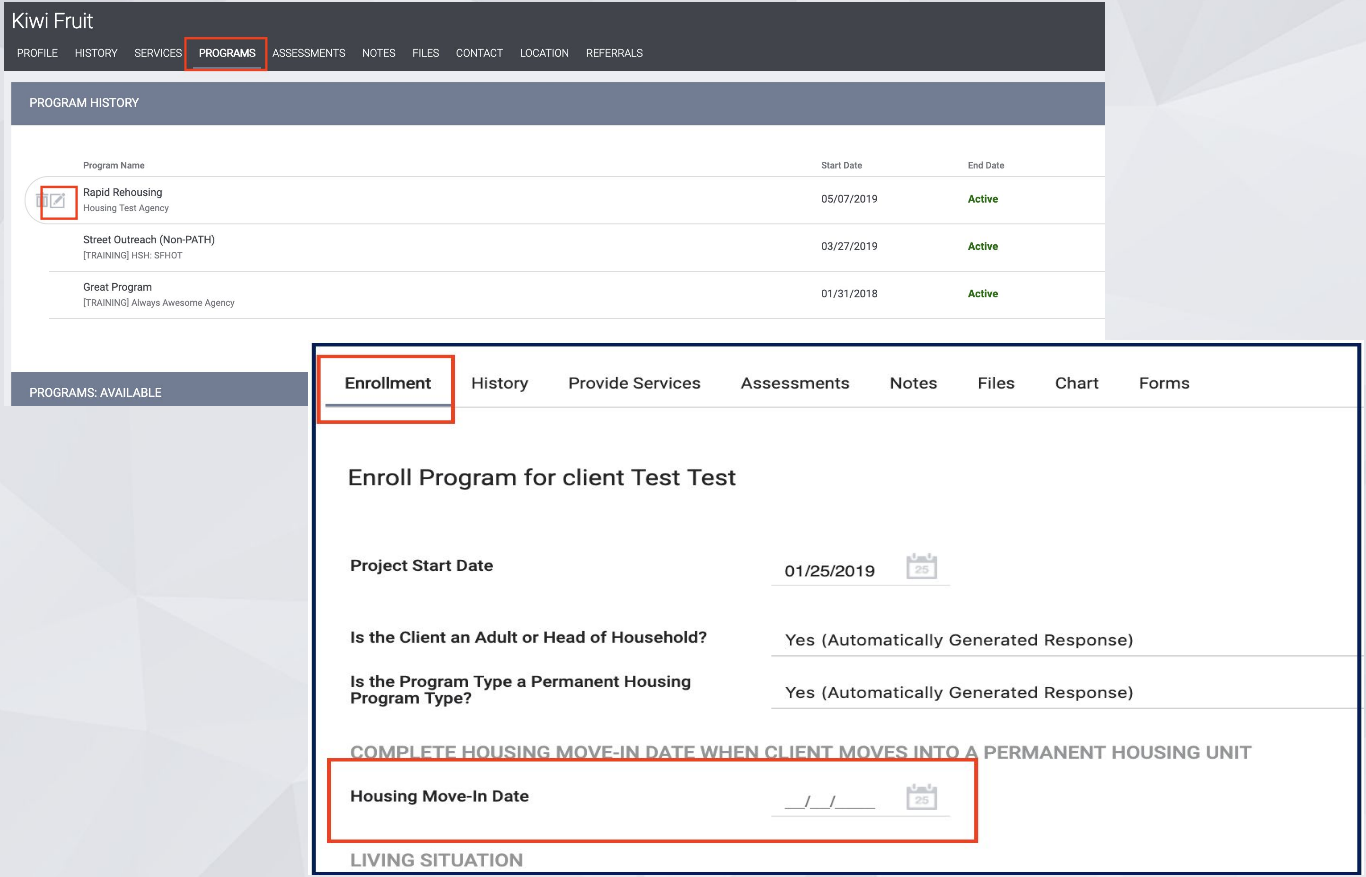
Update Housing Move-in Date

1) Click on Programs Tab, and open the program enrollment

2) Select Enrollment

3) Update Housing Move-in Date

4) Save

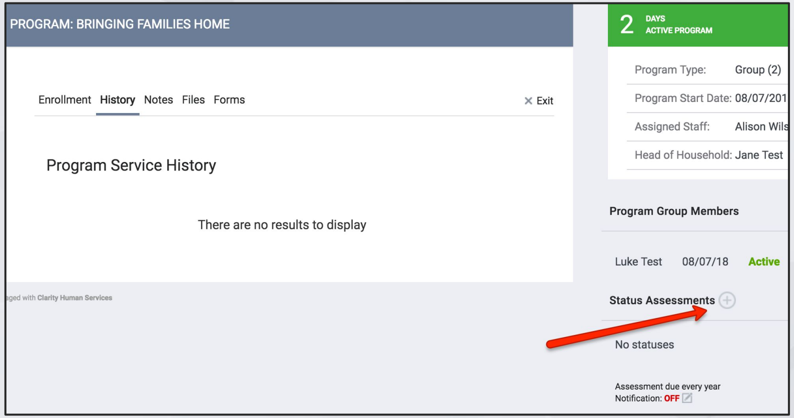


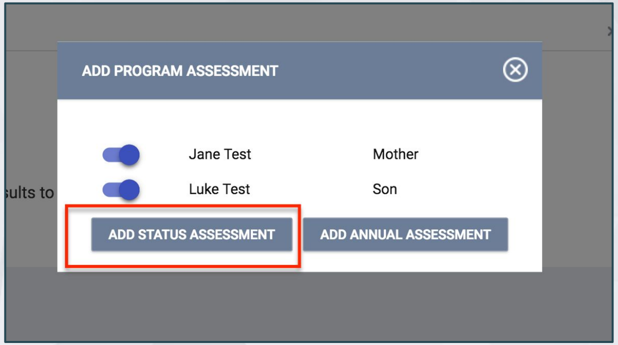
Annual/Status Assessment

Add an annual assessment every year within +/- 30 days of enrollment anniversary.

Status assessments are completed if there is a significant change in the client's living situation between annual assessments.

1) Programs tab
2) Open the program enrollment
3) Add Status Assessment
4) Choose Annual or Status
5) Fill out the screen and save





Remember to enter notes and service!

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Program Exit

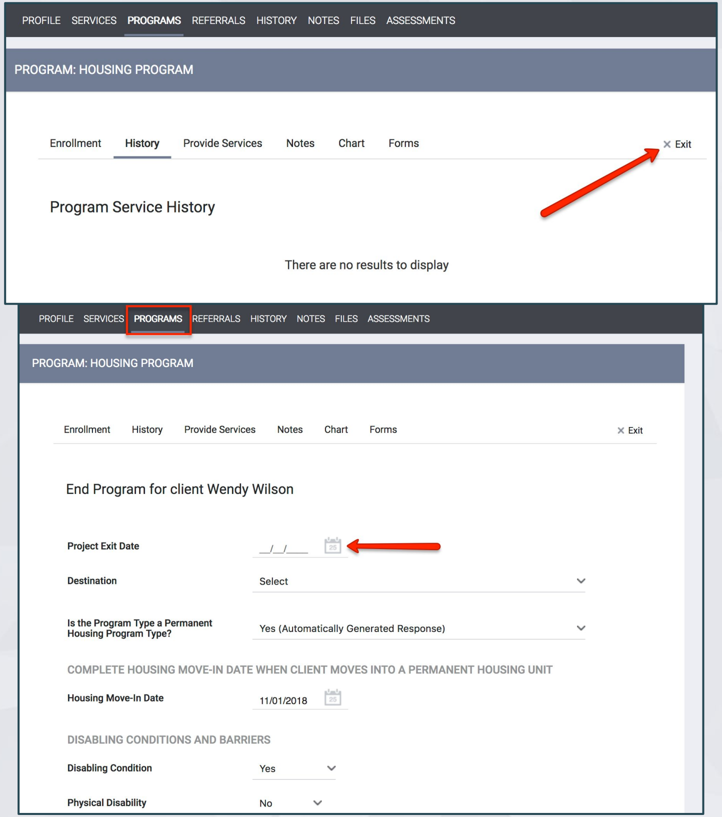
1) Edit Program

2) Choose Exit

3) Enter Exit Date and Destination

4) Most fields fill out automatically

5) Save and Close



Reporting in the ONE System

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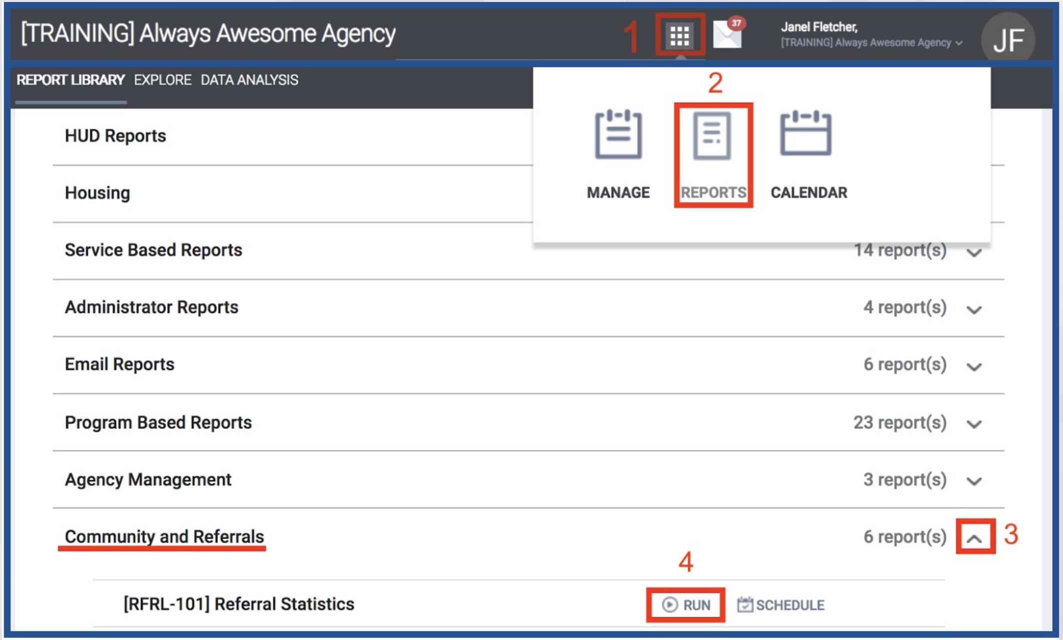
Referral Statistics Report

1) Click on the launcher
2) Select Reports
3) Click the **Community and Referrals** drop down
4) Find the [RFRL-101] Referral Statistics report and click run
5) Select Inbound to generate a list of incoming referrals to your agency



Referral Statistics Report

Referral Statistics

AgencyName

Dates Between: 04/01/2017 and 07/31/2017
Referral Direction: inbound

Number of Agency referrals received	14
Pending Referrals	
Number of pending referrals	0
Oldest pending referral in days	0
Newest pending referral in days	0
Average pending referral in days	0
Pending - In Process Referrals	
Number of pending referrals	2
Oldest pending referral in days	22
Newest pending referral in days	22
Average pending referral in days	22
Completed Referrals	
Number of referrals resulting in Program enrollment	6
Longest time to connect referral in days	61
Shortest time to connect referral in days	0
Average time to connect referral in days	30
Denied Referrals	
Number of denied referrals	6
Longest time to deny a referral in days	3
Shortest time to deny a referral in days	0
Average time to deny a referral in days	1

Breakdown Of Most Common Denied Referral Reasons	
Lack of Eligibility	2
Full Capacity/No Availability	1
Client refused servcies	2
Self Resolved - Client Housed	1

Breakdown Of Referred Programs

NOTE: P - Pending; **P / I** - Pending - In process; **A** - Accepted; **D** - Denied.

Services Only

Agency Name	Program Name	P	P / I	A	D
AgencyName	*ProgramName* *ProgramName*	0	2	1	1

Transitional Housing

Agency Name	Program Name	P	P / I	A	D
AgencyName	*ProgramName*	0	0	2	1
AgencyName	*ProgramName*	0	0	1	3
AgencyName	*ProgramName*	0	0	0	1
AgencyName	*ProgramName*	0	0	1	0
AgencyName	*ProgramName*	0	0	1	0

- Number of referrals received by an agency
- Status of referrals (Pending, In-Process, Accepted, or Denied)

Referral Statistics

Agency: Sara's Test Ageny
Dates Between: 10/01/2018 and 01/31/2019
Referral Direction: inbound
Referral Status: Referred

Referral Date	Unique Identifier	Client Name	Program Name	Days Pending
11/30/2018	F32DE8A0A	Brady, Tom	Blue Sky RRH From agency: Sarah Smith Housing Services To agency: Sara's Test Ageny	61
12/26/2018	4D217D954	Pie, Apple	Blue Sky RRH From agency: Sara's Test Ageny To agency: Sara's Test Ageny	35

Total: 2

1 / 1

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Program Roster Report

1) Click the **Program Based** reports drop down
2) Find the [GNRL-106] Program Roster report and click run
3) Select Program name and required dates.
4) Can be used to check enrollment/exit dates, duplicate enrollments and Household issues.

Program Roster Report

Housing Test Agency
Active within [09/01/2018 - 11/27/2018]

Housing Move-in: Undefined = Unknown HoH or Move-in is Null, = Non PH Project

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	Assess-ments	Services	Assigned Staff
Program: Homeless Prevention											
Test, Jane	AE079F3AD	01/01/1992	26	26	10/05/2018	-	54		0	3	A. Wilson
Test, Luke	8203BAF87	01/01/2016	2	2	10/05/2018	-	54		0	0	A. Wilson
Test, Swati	A7987B4F4	12/12/1980	37	37	10/10/2018	-	49		0	2	S. Pande
Springs, Sally	4A24F5435	07/05/1985	33	33	10/15/2018	-	44		0	0	A. Wilson
Adrian Gonzalez Perez, Adrian	0CE3F2DBF	08/08/1988	30	30	09/01/2018	-	88		0	2	S. Pande
Smith, Allen	33B2B0AE9	12/12/1996	21	21	11/05/2018	-	23		0	0	A. Warmoth
Smith, Kim	6E7B16AB9	02/09/2006	12	12	11/05/2018	-	23		0	0	A. Warmoth
Pancake, Banana	8A5EA06C8	04/05/1998	20	20	11/15/2018	-	13		0	0	V. Caplan
Program: Rapid Rehousing											
Springs, Sally	4A24F5435	07/05/1985	33	33	11/14/2018	-	14	undefined	0	2	A. Wilson
Pancake, Banana	8A5EA06C8	04/05/1998	20	20	11/15/2018	-	13	undefined	0	0	V. Caplan
Test, Jane	AE079F3AD	01/01/1992	26	26	09/01/2018	-	88	undefined	1	6	A. Wilson
Smith, Tommy	C28C9F213	11/16/1996	22	22	11/16/2018	-	12	undefined	0	0	A. Wilson

Total: 12

Program Name	Project Type	Project Applicability
Homeless Prevention	Homeless Prevention	Homeless Prevention
Rapid Rehousing	PH - Rapid Re-Housing	Rapid ReHousing

Solutions to Common Problems

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Household is enrolled but still showing on my Pending tab or on CQ

Possible Cause: Enrollment wasn't connected to the referral

Solution: Contact Helpdesk to connect referral.

Prevention: Look for pending referral when enrolling, and select "Program Placement a result of referral."

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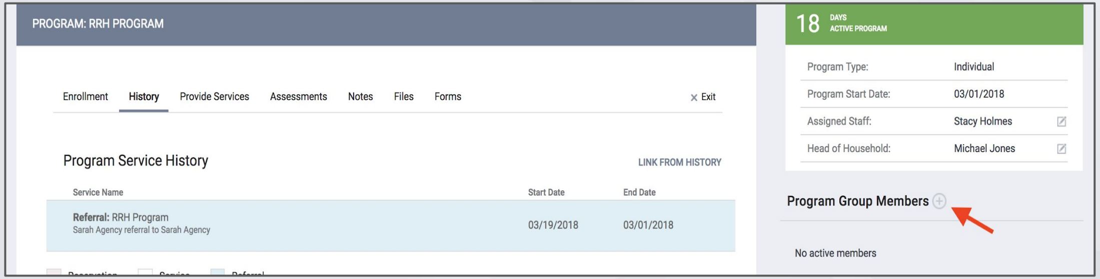
HoH is enrolled but family members are missing from enrollment

Possible Cause: Skipped enrolling family members

Solution: Add family members to enrollment

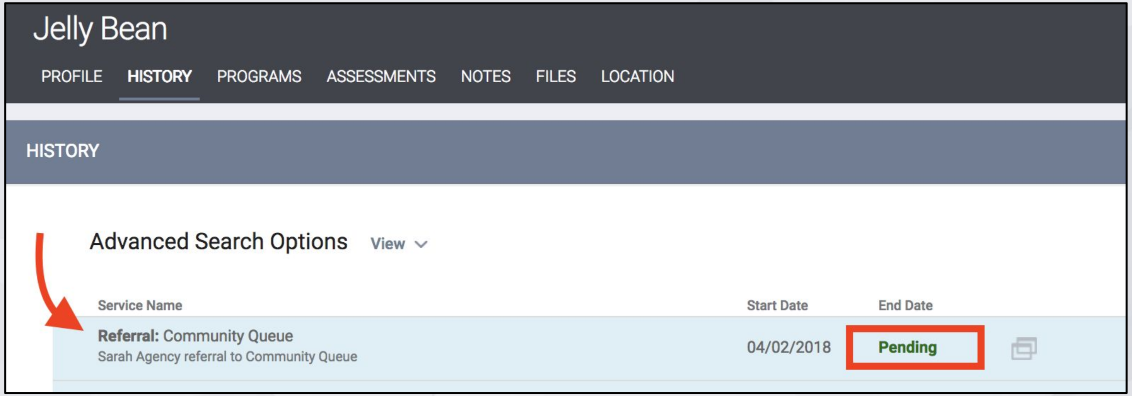


Prevention: When enrolling, select applicable family members under "Include group members."

I found out my client is housed but might still be on the CQ

How to tell: Check the History tab for a CQ Referral with an end date of Pending.

Solution: Contact the Helpdesk to have them removed from CQ.



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Resources

ONESF Help Center Website

https://onesf.clarityhs.help

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

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