Rapid Re-Housing

ONE System Training
May 26, 2020

Bitfocus

Welcome Back

Shatae Jones, LCSW
Deputy Project Administrator
Bitfocus Inc.
Facilitator

Alan Gutierrez
Rapid Re-housing, Program Manager
Department of Homelessness &
Supportive Housing
HSH Content Expert

Billie Mcgee,
Senior Rapid Re-housing, Eligibility Specialist
Department of Homelessness &
Supportive Housing
HSH Content Expert

AGENDA

Coordinated Entry

- Post Openings
- Managing Referrals
- Notes within the referral

Data Elements/Entry

- Enrollment Date vs. Housing Move-in Date
- Project Exit
- Services & Notes within the client chart

Data Collection In The ONE System:

- Annual Assessments

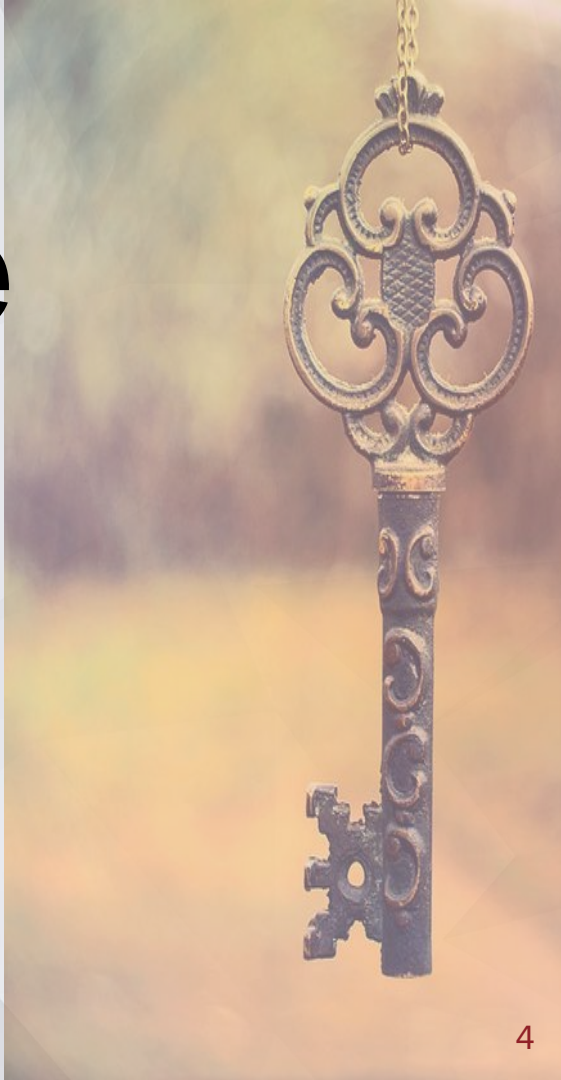
Solutions to Common Data Errors

Data Quality & Helpful Reports

Resources

Bitfocus

Referrals In the ONE System



Bitfocus

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

Bitfocus

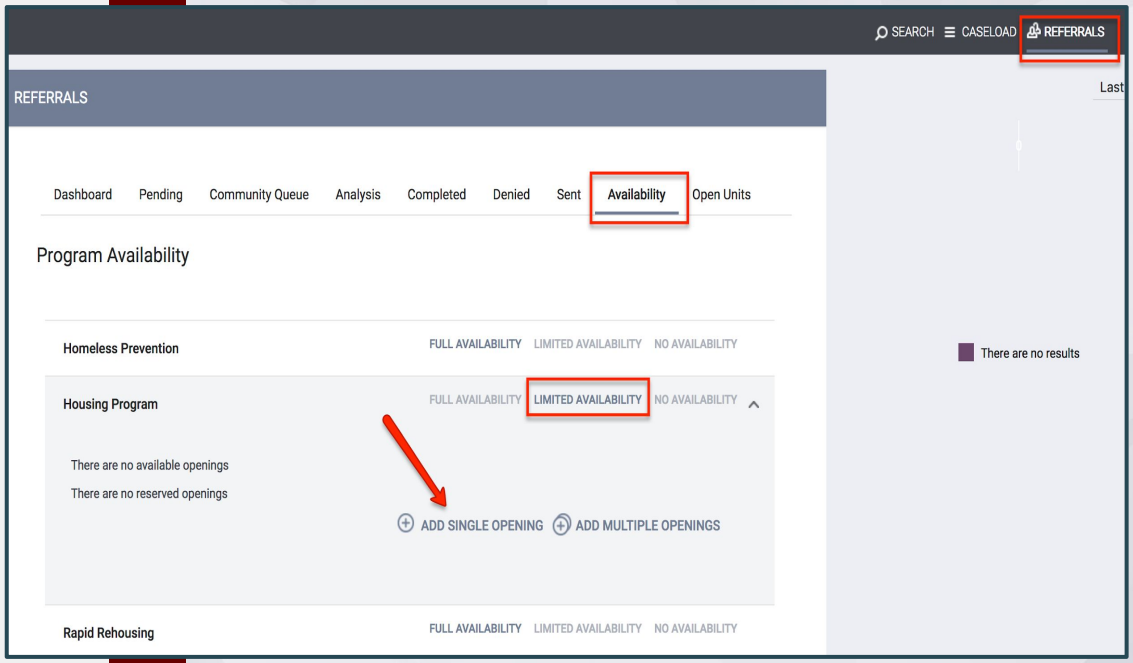
How to Post Open Units

1) Log-in and click on Referrals

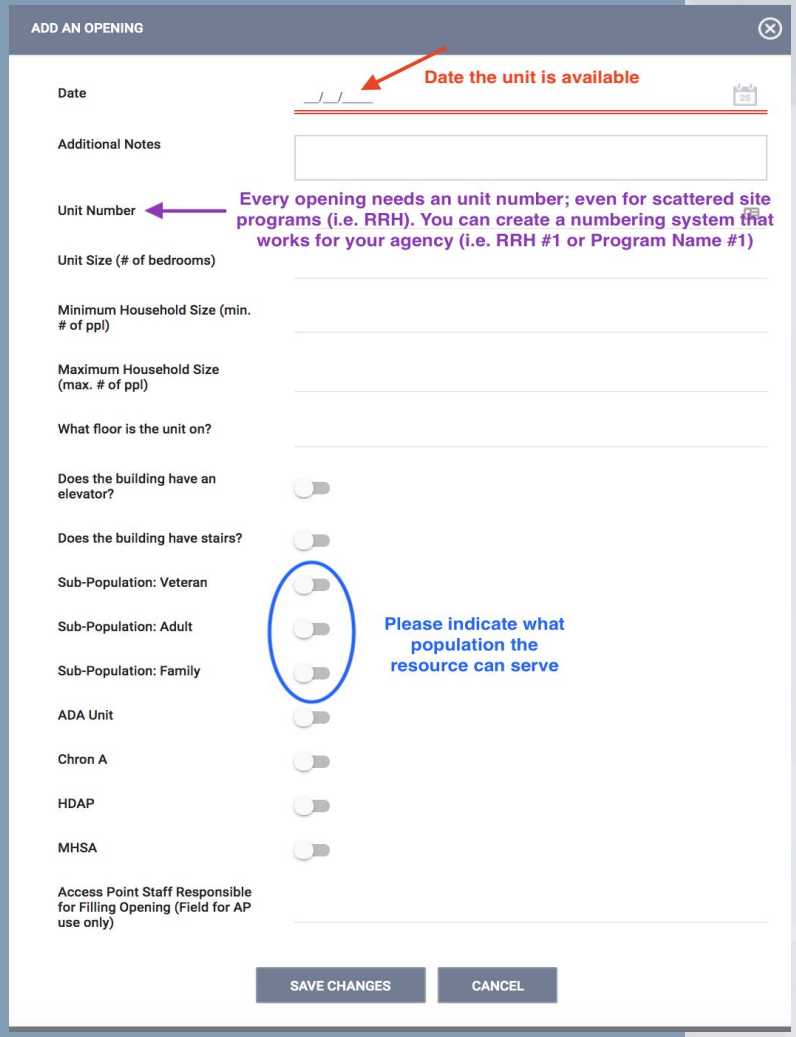
2) Click on Availability

3) Choose Limited Availability for the Required program

4) Click Add Single Opening or Add Multiple Openings



Bitfocus



Label:

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

Indicate Population:

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

Bitfocus

Referral Notifications

- **Providers will receive a notification via email when a referral has been sent**
  - Providers will also 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

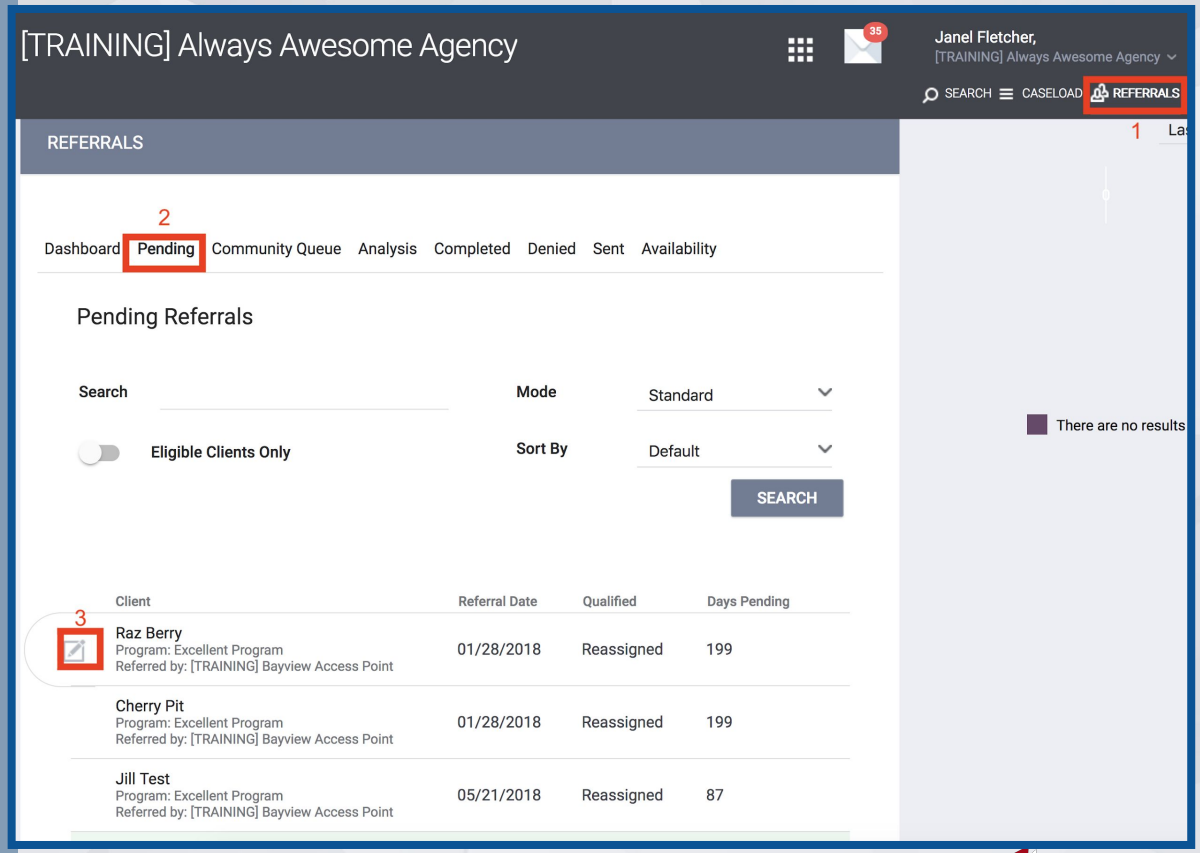
Bitfocus

Pending Referrals Tab

Step 1: Go to Referrals Tab

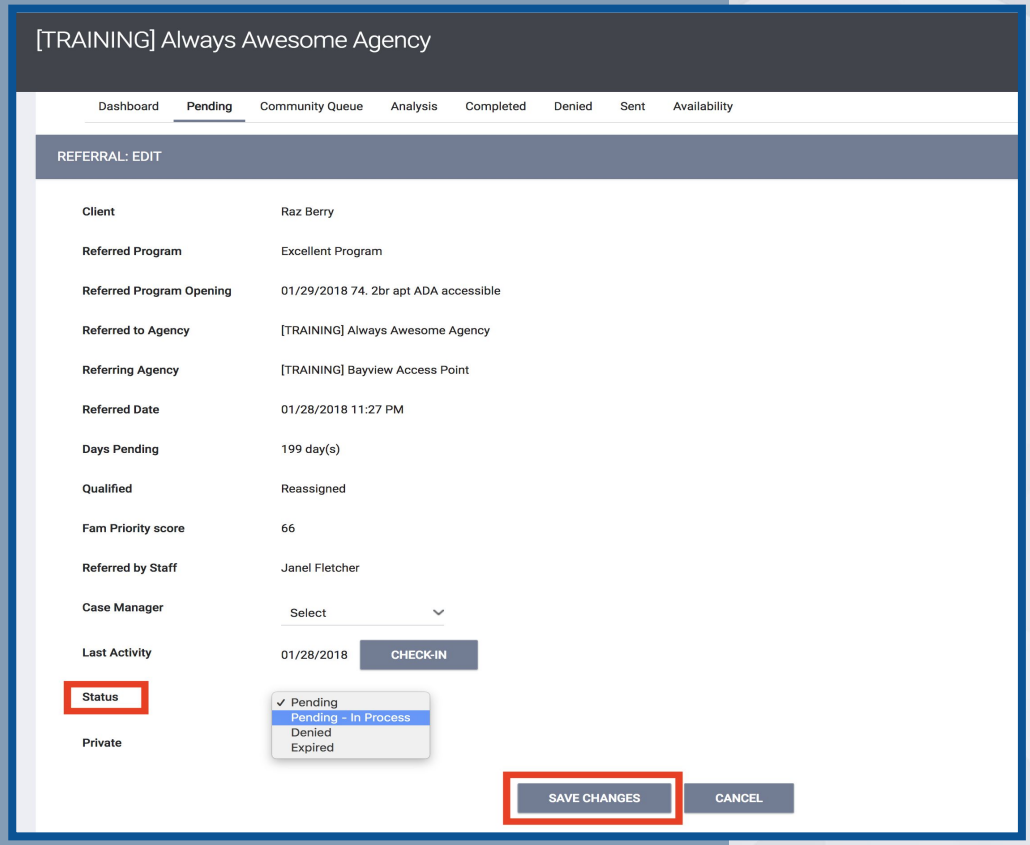
Step 2: Select The Pending Tab

Step 3: Open the Referral



Bitfocus

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

Bitfocus

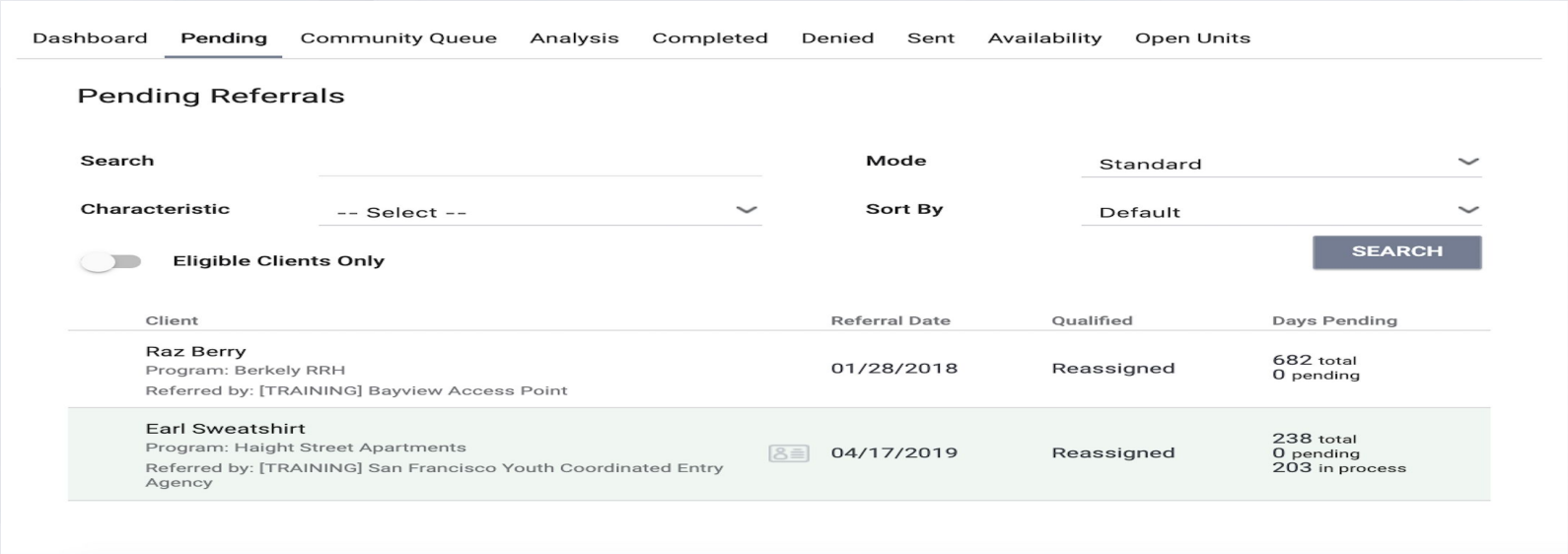
Referral Notifications

- **“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**

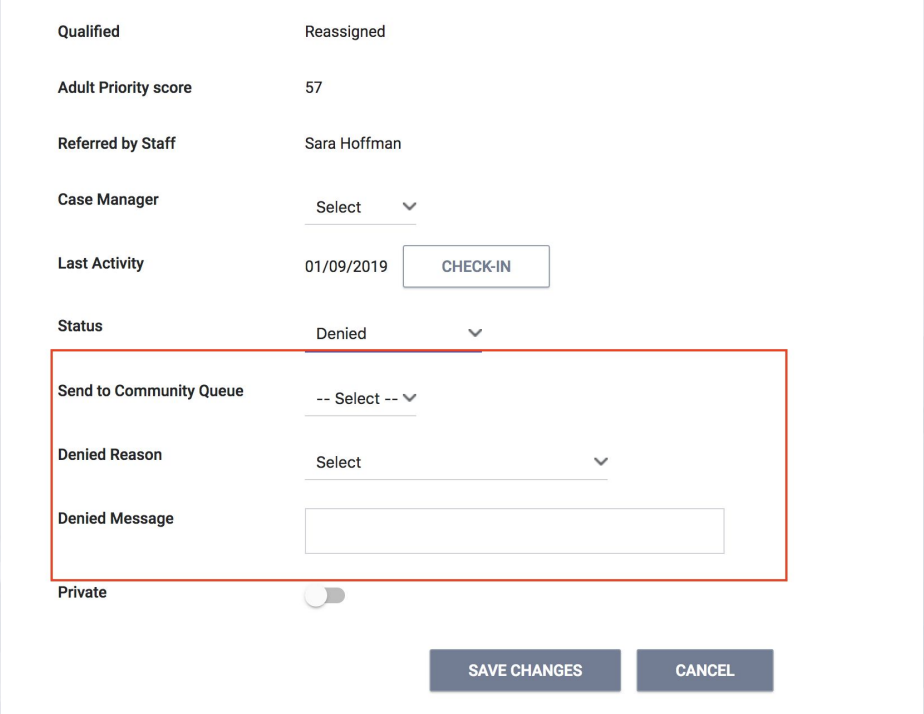
Pending In-Process

- **When a Status is Changed, the color of the referral will also change**
- **“In-Process Notifications”- are sent every 14 days if status isn’t changed**



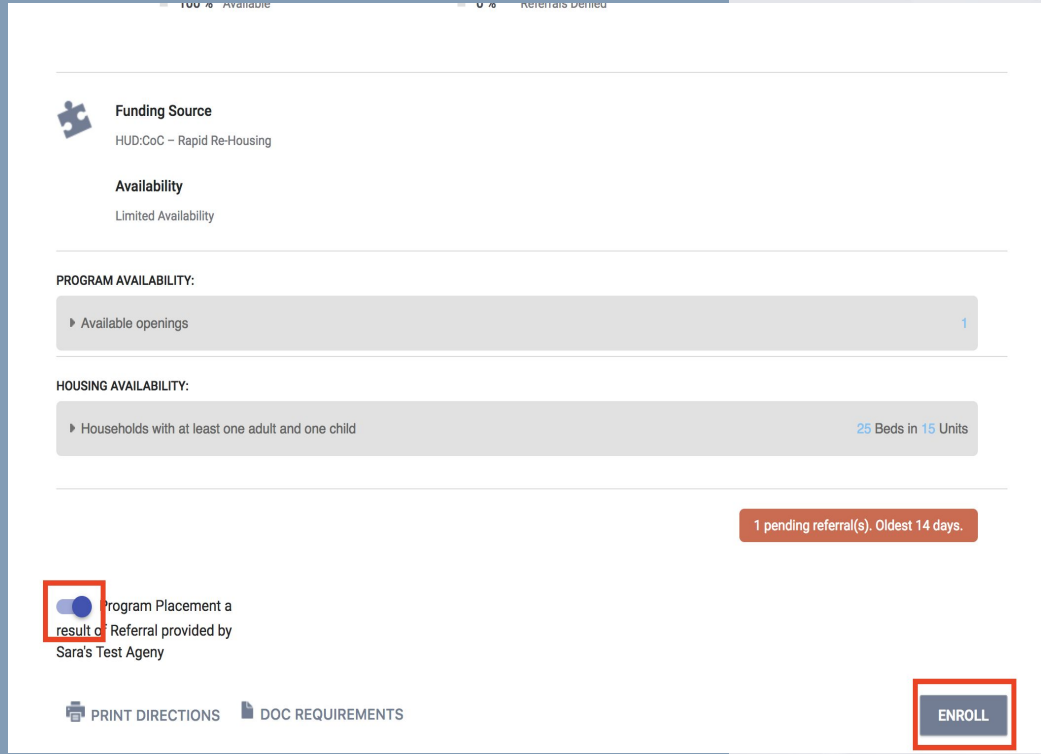
Denying A Referral

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



*** when you deny a referral the unit will automatically repost*

Accepting Referrals



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

Bitfocus

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

New Services

RRH Providers will now see new COVID-19 Related Services such as:

- **RRH_COVID19_Financial Coaching**
- **RRH_COVID19_Full Subsidy**
- **RRH_COVID19_Housing Search Extension**

Services

RRH Providers will now see new COVID-19 Related Services

Bitfocus Test

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

Your changes have been saved successfully.

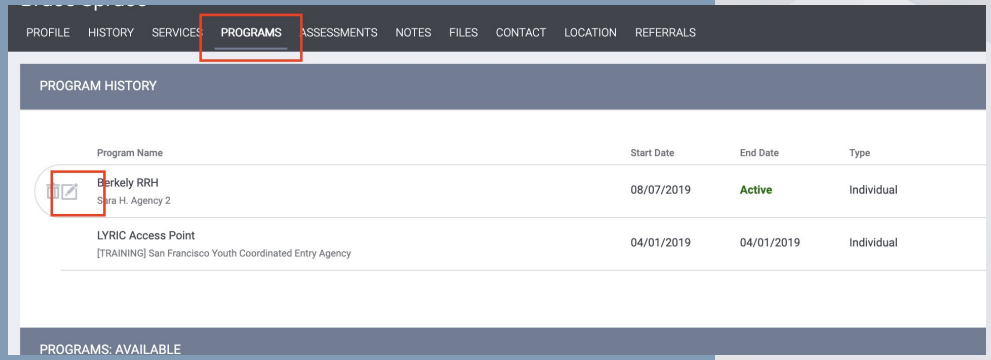
PROGRAM: RISING UP-3RD STREET YOUTH CENTER AND CLINIC

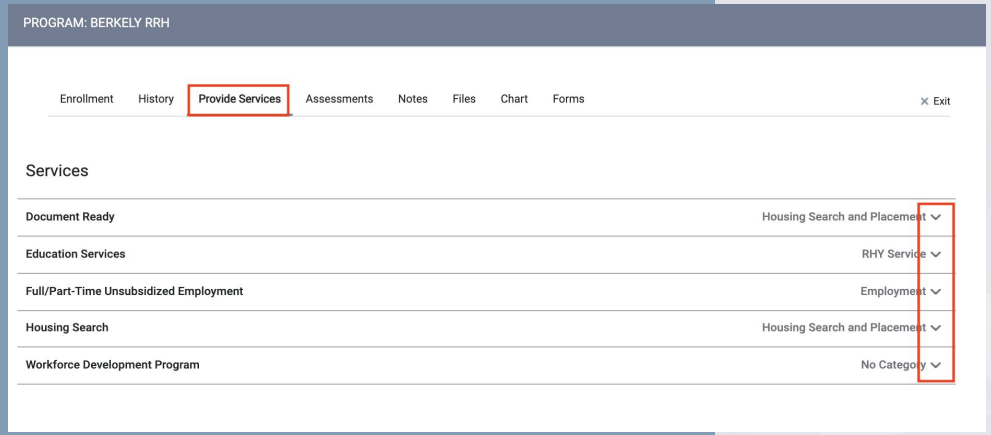
Enrollment History **Provide Services** Assessments Notes Files Forms × Exit

Services

Full/Part-Time Unsubsidized Employment	Employment
Document Ready	Housing Search and Placement
Education Services	Education
Housing Search	Housing Search and Placement
Refused Housing Referral	Housing Search and Placement
RRH_COVID19_Financial Coaching	Case Management
RRH_COVID19_Full Subsidy	Rental Assistance
RRH_COVID19_Housing Search Extension	Housing Search and Placement
Workforce Development Program	No Category

Services





To Access Services:

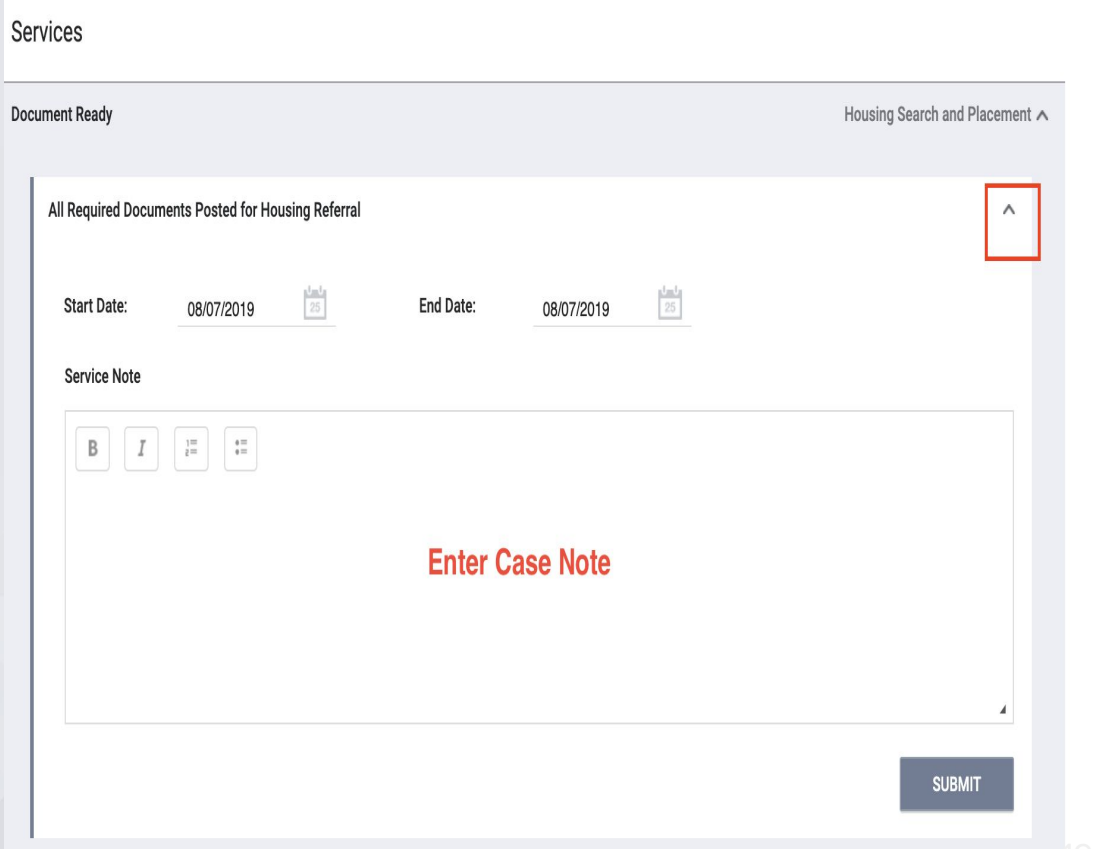
- Click the “Program” tab
- Open the program enrollment
- Click “Provide Service”
- Click the drop down next to the service provided

Bitfocus

Services

1) Click the applicable service item

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



Notes within the Notes Tab

- **Notes are entered under the notes tab after the client is enrolled in the RRH program and Exited from Coordinated Entry**
- **Notes allow for information to be shared with other users including access point staff**
- **Notes are entered when there is no applicable service to record**
- **Notes Under this tab may include:**
  - Case Management Notes
  - Financial Assistance
  - Eviction Notice

Bitfocus

Notes within the Notes Tab

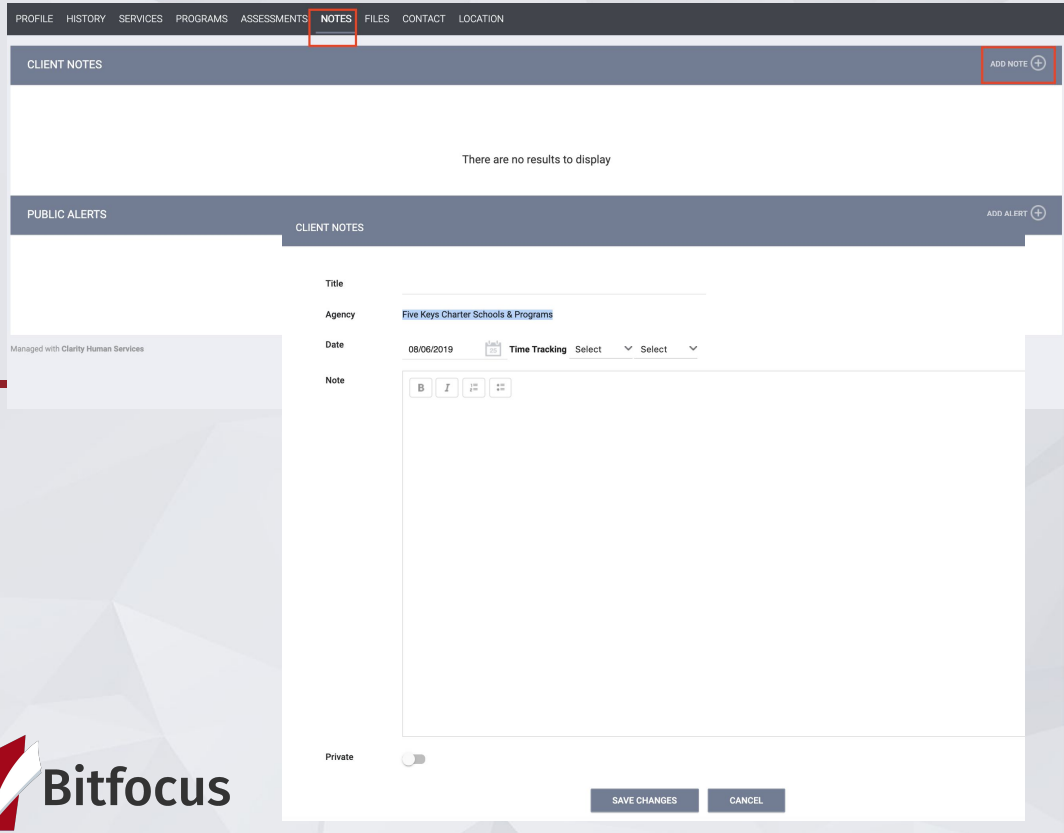
Step 1: Click the “Notes” tab

Step 2: Click Add Note

Step 3: Type in title, adjust date if necessary

Step 4: Type note

Step 5: Click “Save Changes”



Bitfocus

Data Collection In the ONE System

Bitfocus

Data Collection

Accept the Referral/Project Enrollment (as seen in previous section)

When a 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 the 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 number of beds.

Bitfocus

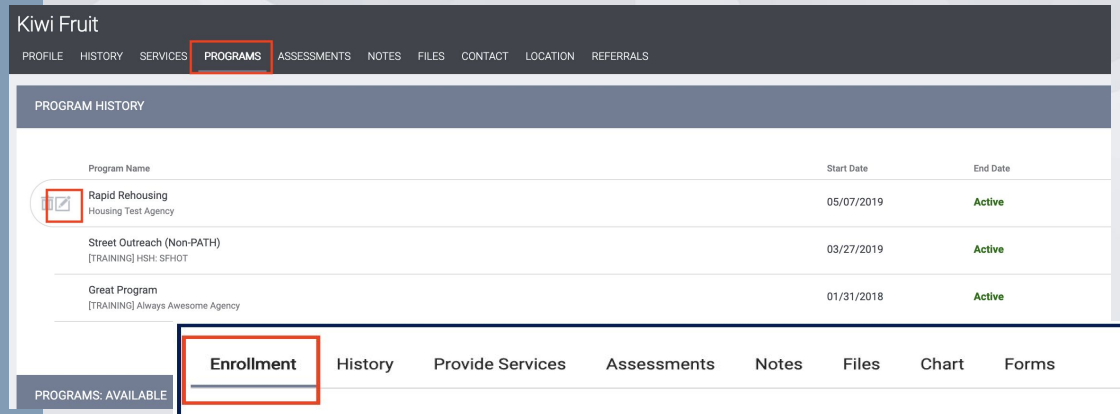
Update Housing Move-in Date

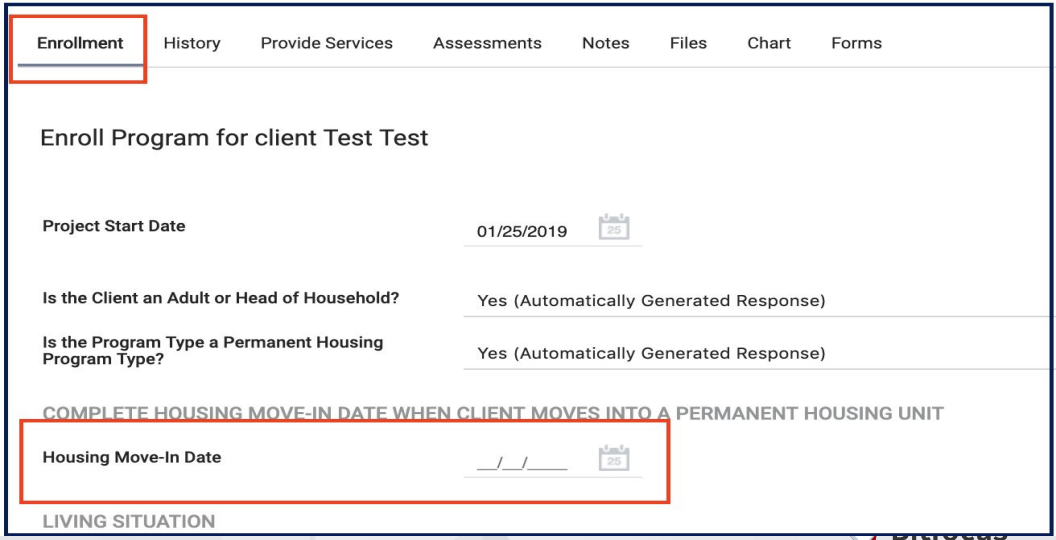
1. Click on Programs Tab, and open the program enrollment

2. Select Enrollment

3. Update Housing Move-in Date

4: Save





Annual Assessments & Status Assessments

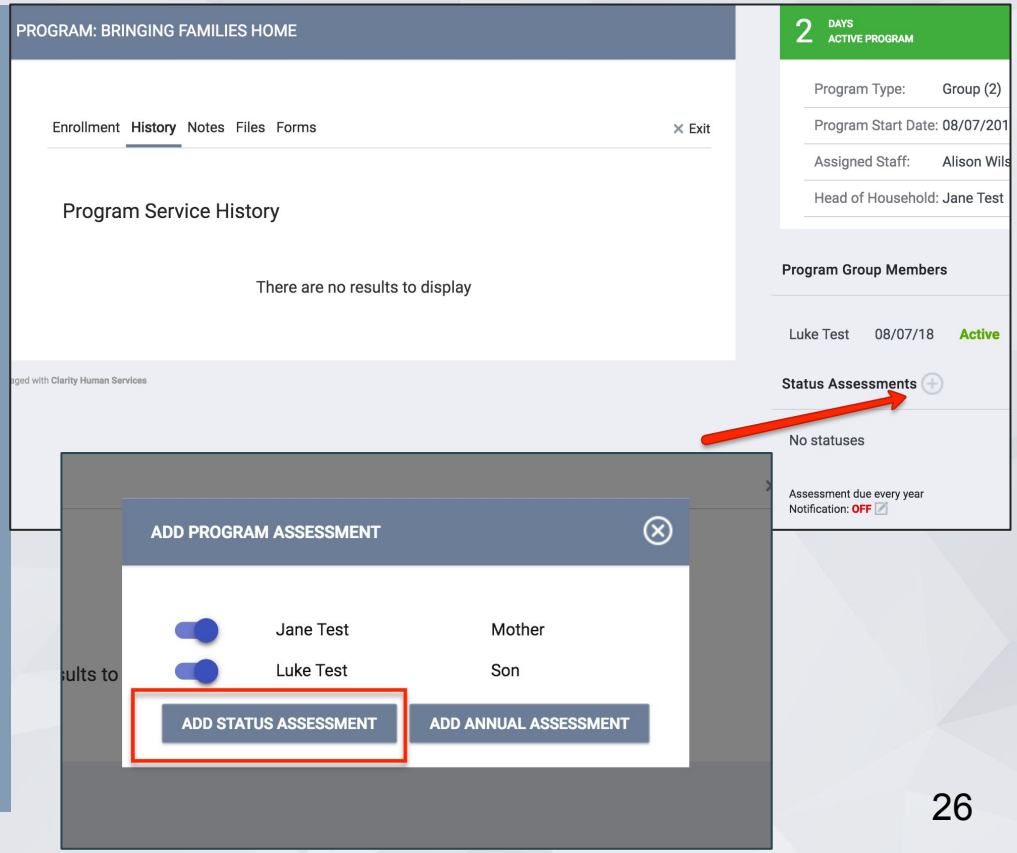
Bitfocus

Annual Assessments & Status Assessments

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

- Add a status assessment if client income information changes.

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



Program Exits

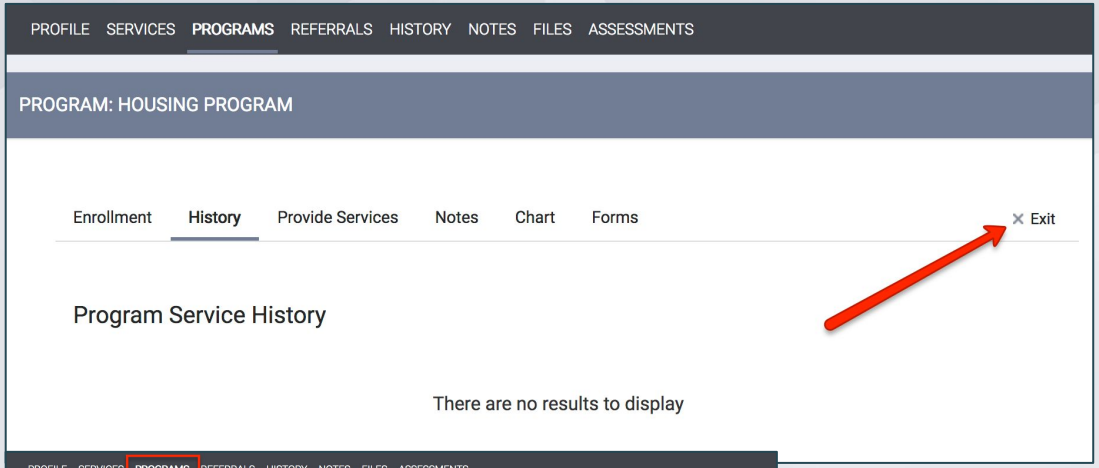
1) Go Program Tab click edit button

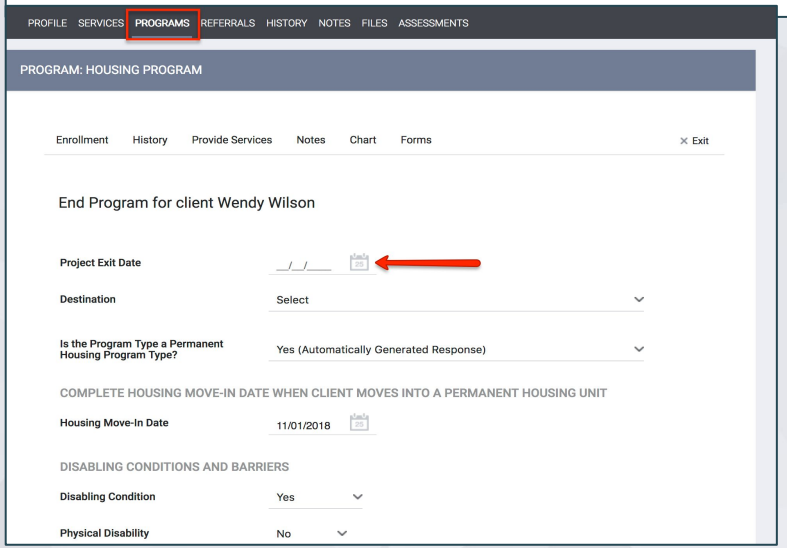
2) Choose Exit

3) Enter Exit Date and Destination

4) Most fields fill out automatically

5) Save and Close





Bitfocus

Solutions to Common Mistakes in ONE

Bitfocus

The household is enrolled, but still showing on my Pending tab or on Community Queue

<u>Possible Cause:</u> The Enrollment wasn't connected to the referral

<u>Solution:</u> Contact Helpdesk (onesf@bitfocus.com) to connect referral.

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

How to tell: Check the History tab for a CQ Referral with an end date of Pending and that the actual enrollment has the chain link

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

HISTORY

Advanced Search Options View

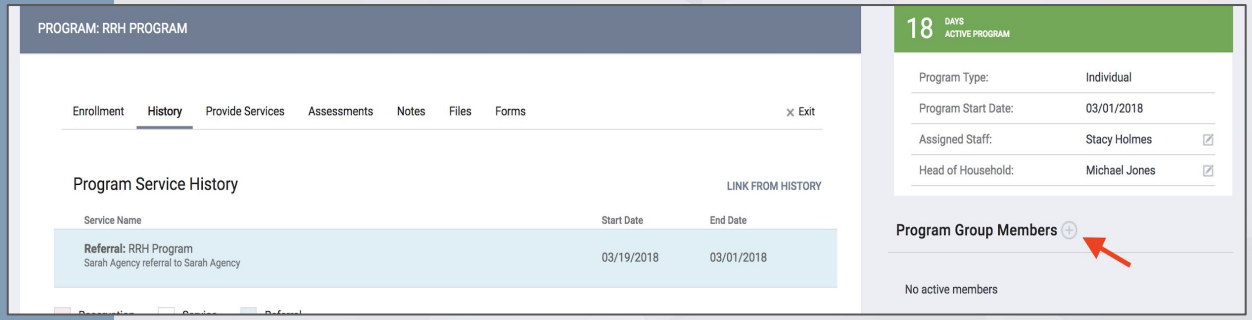
Service Name	Start Date	End Date
Rising Up-Five Keys Schools and Programs Five Keys Charter Schools & Programs	09/27/2019	Active
Referral: Rising Up-Five Keys Schools and Programs San Francisco Youth Coordinated Entry Agency referral to Five Keys Charter Schools & Programs	09/13/2019	09/27/2019

Bitfocus

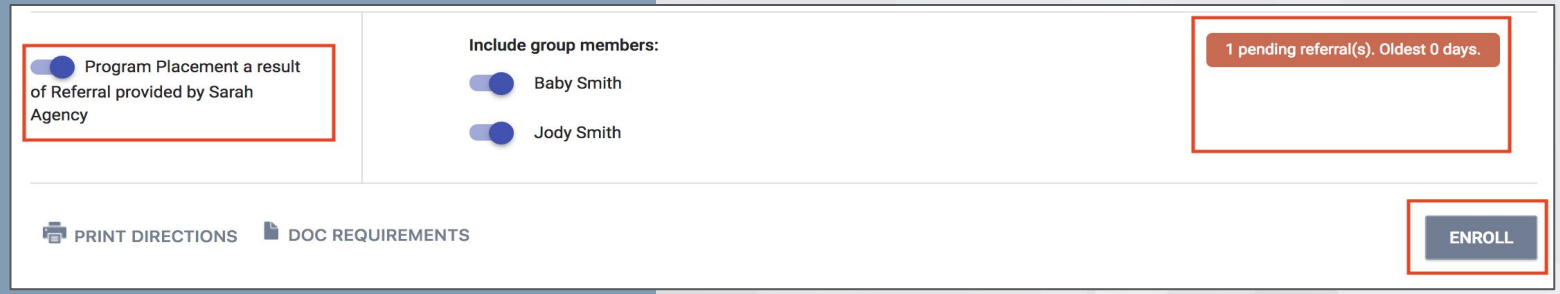
HoH is enrolled but family members are missing from the enrollment

Possible Cause: Skipped enrolling family members

Solution: Add family members to enrollment



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

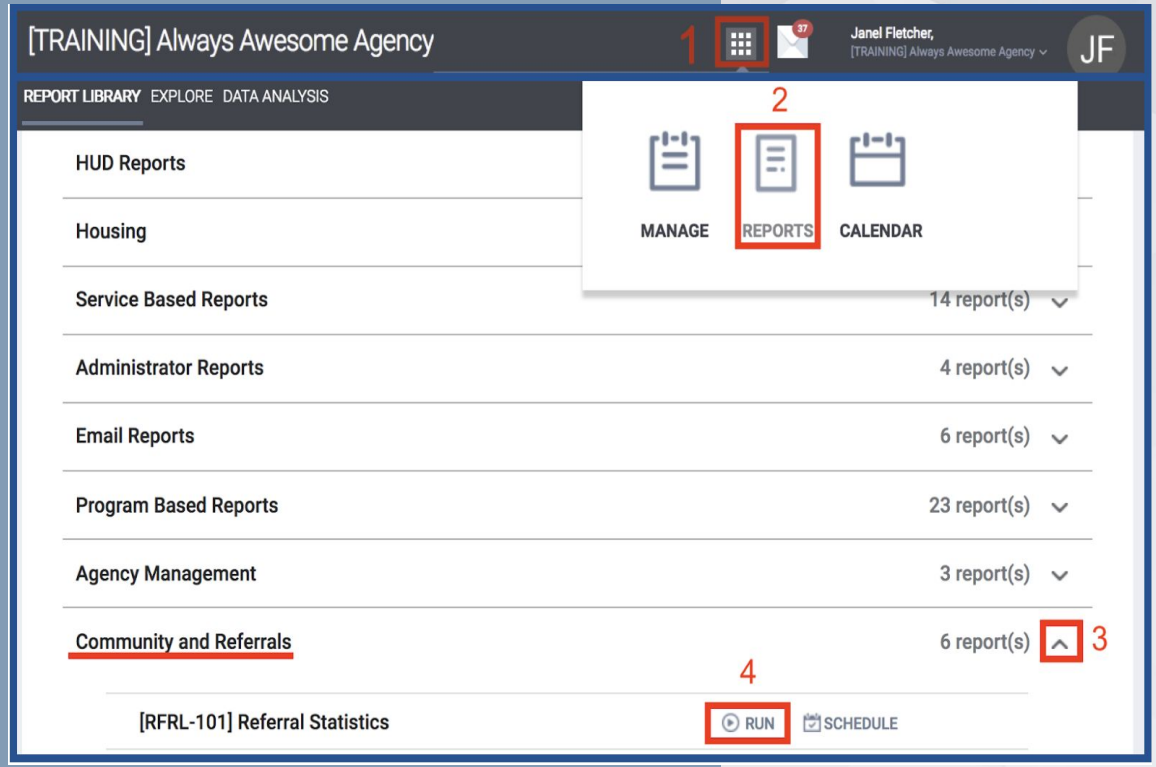


Bitfocus

ONE System Reports

Bitfocus

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

Bitfocus

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

Thu Jan 31 07:50:41 AM 2019

Powered By CLARITY HUMAN SERVICES

Program Roster

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

Bitfocus

Resources

ONESF Help Center Website
https://onesf.clarityhs.help

Bitfocus Helpdesk
onesf@bitfocus.com
415.429.4211

Bitfocus