

## **Current Living Situation & Encounter Form Combined Tool**

The Current Living Situation Assessment is a New HUD 2020 Data Standard, used to regularly document the following:

- The current living situation of people experiencing homelessness
- Homeless Chronicity
- Risk of imminent homelessness

The Current living situation assessment is also used to understand how many times a person is engaged while experiencing homelessness.

The first Current Living Situation Assessment should be recorded at the time of enrollment. After enrollment, the Current Living Situation Assessment should be recorded at every direct contact with clients.


Providers are required to complete a new assessment each time and are instructed not to edit the old assessment, per HUD data standards

*\*\*“A contact is defined as an interaction between a worker and a client designed to engage the client. Contacts include activities such as: a conversation between the worker and the client about the client's well-being or needs, an office visit to discuss their housing plan, or a referral to another community service”.*

### **Step 1:**

Upon initial login to the ONE System, you are placed directly into the Search tab. This is the central hub of the system, and provides access to your clients.

Search for your client by first name, last name, or partial sections of the client's name, can be entered to help locate the client record



The screenshot shows the ONE System Search interface. At the top left, it displays "[TRAINING] HSH: SFHOT". On the right side of the header, there are navigation icons for SEARCH, CASELOAD, and REFERRALS, along with a user profile for Shatae Jones, [TRAINING] HSH: SFHOT. Below the header, there is a search bar with the placeholder text "SEARCH FOR A CLIENT" and a red "ADD CLIENT +" button. The search bar contains the text "Search for client here" and a "SEARCH" button. Below the search bar, there is a note: "Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination." On the right side of the search results, there is a section titled "Your recent client searches accessed:" with a list of names: Maroon Jonez, Bryce Canyon, and Lavender Jonez.

### Step 1a:

### How to capture clients who are not yet ready to sign a Release of Information (ROI):

#### Utilizing the New Pseudo Profile

When creating a new client profile, ONE will prompt providers to have clients sign a ROI. The electronic signature form page certifies the following:

- The client was notified of the Department of Homelessness & Supportive Housing Notice of Privacy Policy
- The client completed the Release of Information Homeless Response System requires for the ONE System
- The Client reviewed the Release of Information: Human Service Agency Form


However, there are many reasons why a client may not be ready to sign a ROI. In order to capture the work done by San Francisco Homeless Outreach Team, SFHOT has created what is called a “Pseudo Profile”. This profile is currently active and will be used to record encounters for clients who did not sign an ROI. The profile is named (Sfhot Anonymous-Private Client Encounter).

## Sfhot Anonymous-Private Client Encounter

[PROFILE](#) [HISTORY](#) [PROGRAMS](#) [ASSESSMENTS](#) [NOTES](#) [FILES](#) [CONTACT](#) [LOCATION](#)

Your changes have been saved successfully.

CLIENT PROFILE

Social Security Number	XXX - XX - XXXX	 UNIQUE IDENTIFIER 666527FB4
Quality of SSN	Client doesn't know <input type="button" value="v"/>	
Last Name	Client Encounter	
First Name	Sfhot Anonymous-Private	
Quality of Name	Client refused <input type="button" value="v"/>	
Quality of DOB	Client refused <input type="button" value="v"/>	
Date of Birth	01/01/1901 <span style="float: right;">Adult. Age: 119</span>	

**Step 2:**

To begin the program enrollment process, click on the Programs tab in the top menu of the client record. This area contains two sections:

- Choose the appropriate program by clicking the downward arrow. The following screen will open the enrollment page
- Select Enroll

PROGRAMS: AVAILABLE

ECS: Access Partner- Psychiatric Emergency Services ▼

ECS: Access Partner- SF Health Plan ▼

ECS: Access Partner- SFHOT ▲

**Active Clients**

**145**  
CLIENTS

0 % Families  
100 % Individuals

**Funding Source**  
N/A

**Availability**  
No Availability

**DOC REQUIREMENTS**

**Service Categories:**


✓ Housing Search and Placement    ✓ Other    ✓ RETIRED (Outreach Contact)

**ENROLL**

**Step 3:**

Please note that if you have already enrolled the client, you can also revisit the programs tab, click the edit icon to the left of the program name

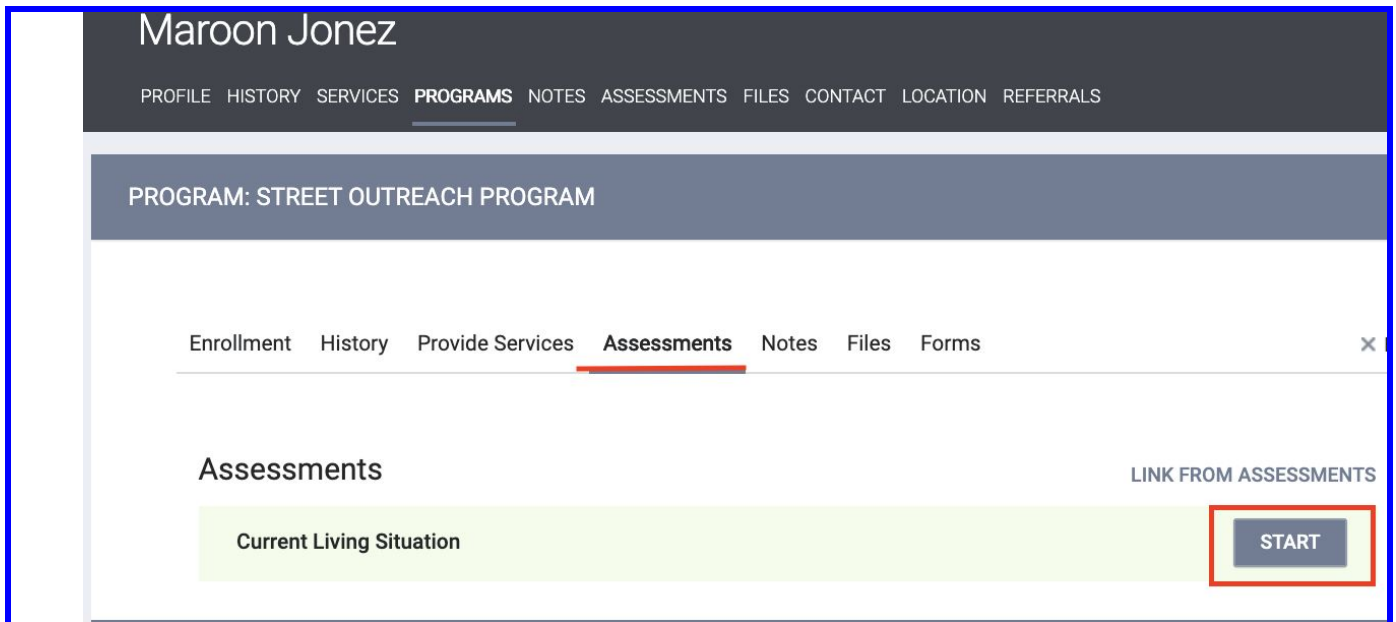
**PROGRAM HISTORY**

	Program Name	Start Date	End Date	Type
	ECS: Access Partner- SFHOT San Francisco Adult Coordinated Entry Agency	02/07/2020	<b>Active</b>	Individual

**Step 4:**

To access the Current Living Situation/Encounter Form:

- Locate the program level Assessment Tab
- Select Current Living Situation Assessment, by pressing **START**



**Maroon Jonez**

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

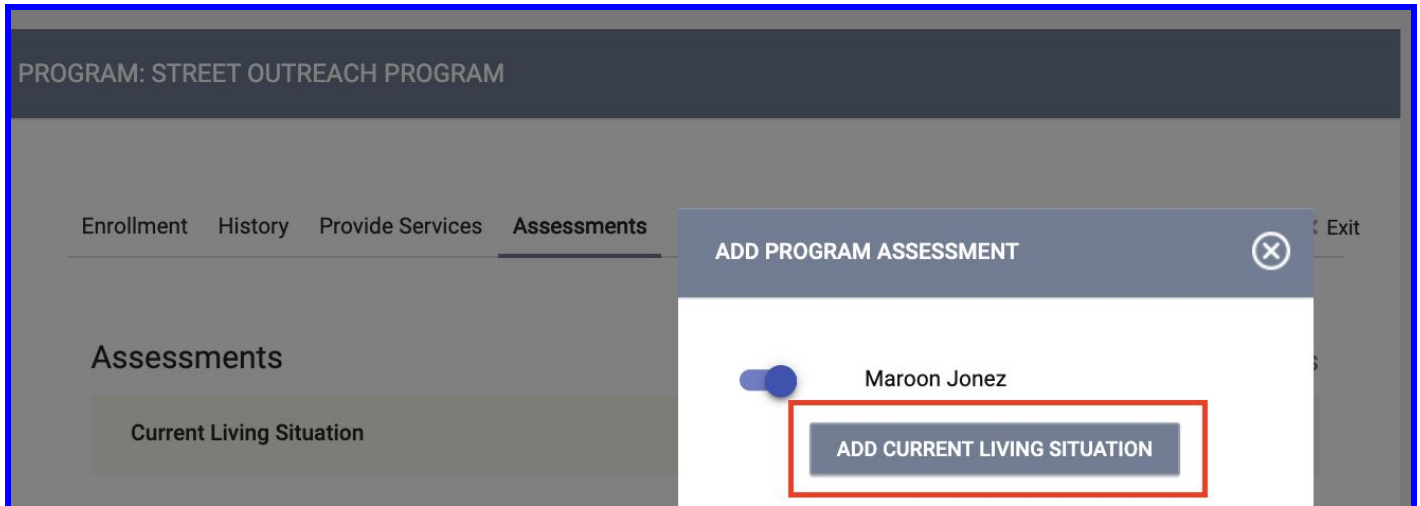
**PROGRAM: STREET OUTREACH PROGRAM**

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

**Assessments** LINK FROM ASSESSMENTS

Current Living Situation **START**

The “Add Program Assessments” Icon box will appear. Select **add a Current Living Situation Assessment**



PROGRAM: STREET OUTREACH PROGRAM

Enrollment History Provide Services Assessments

Assessments

Current Living Situation

ADD PROGRAM ASSESSMENT

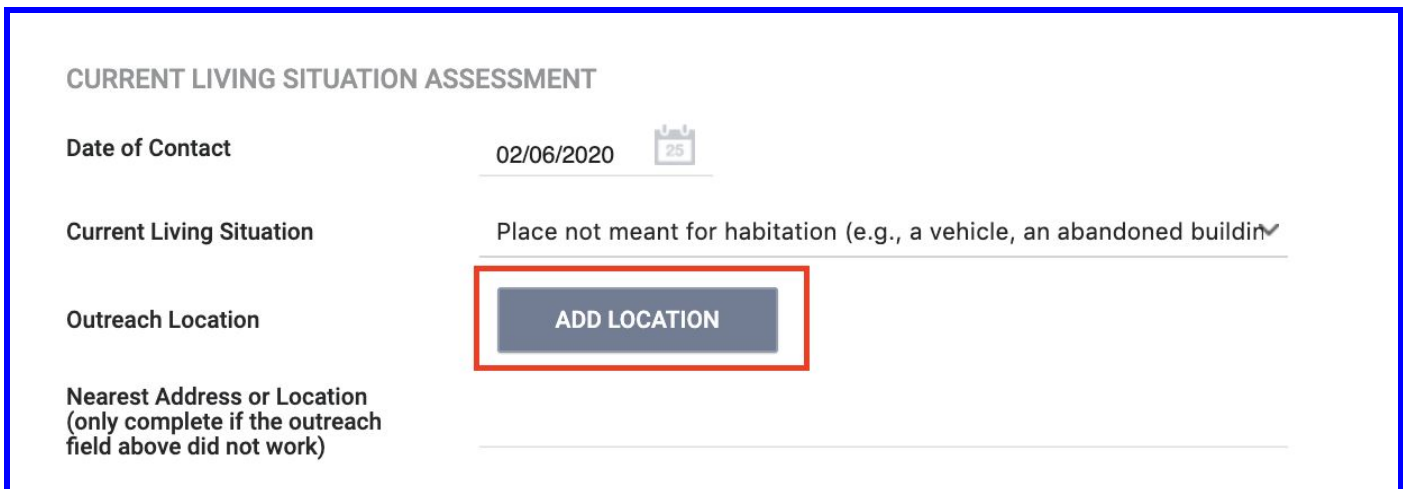
Maroon Jonez

ADD CURRENT LIVING SITUATION

## CURRENT LIVING SITUATION ASSESSMENT

### Step 5:

- The Current Living Situation Assessment will open. Note that your previous Current Living Situation Assessment answers will cascade forward. When completing the document, you will notice a new Geolocation field to add a location



CURRENT LIVING SITUATION ASSESSMENT

Date of Contact 02/06/2020

Current Living Situation Place not meant for habitation (e.g., a vehicle, an abandoned building)

Outreach Location

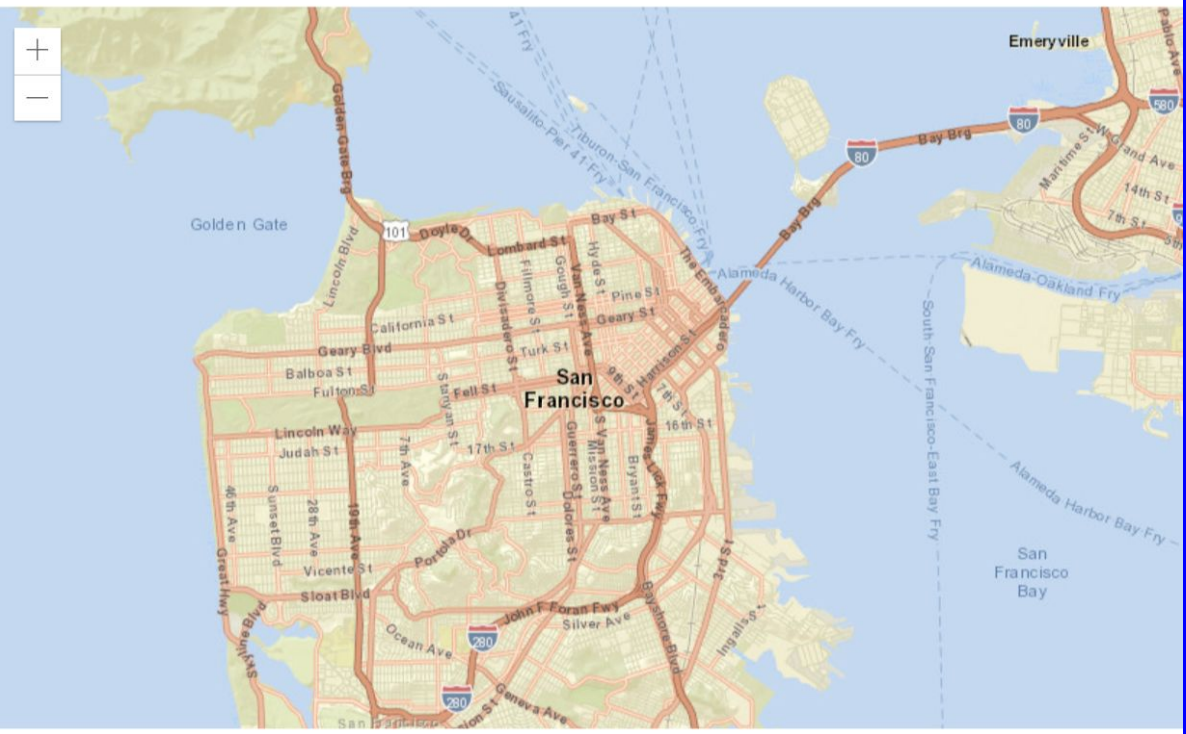
ADD LOCATION

Nearest Address or Location (only complete if the outreach field above did not work)

- Geolocation field is a type of field that allows users to record geographic location information in a screen within a client record. That information is then displayed in an interactive map within the screen
- Use of the Geolocation Field also offers providers the flexibility to either enter location addresses manually or “drop a pin”, which will auto track their location based on the location of the device.

**ADD LOCATION** ✕

Address you can add a manual address



+  
-

**TRACK THE CURRENT LOCATION** CANCEL **ADD**

- The Current Living Situation Assessment now has the ability to capture the specific Outreach Team

Accompanied Team Member

Select Your Outreach Team Select

- ✓ Select
- BART Downtown Station Outreach
- BART Mission Station Outreach
- EMS6 Outreach
- OR- Outreach
- Library Outreach
- Rec & Park Outreach
- Street Encampment (ERT) Outreach
- Vehicle Encampment (VERT) Outreach
- Case Management
- Weather Protocol
- District Outreach
- Other

Did the Client Decline the Encounter/ Decline a Basic Conversation? Select

- Yes
- ✓ No

When you select NO, the encounter form will open

**ENCOUNTER FORM**

Time Spent with Client Select

Did you Conduct a Problem Solving Conversation? Select

**STEP: 6****Encounter Form Expansion**

- The newly combined Current Living Situation & Encounter Form combo (CLS-E), expands data collection by tracking client engagement, referrals made and resources provided such as socks, mental health services etc.

ENCOUNTER FORM	
Time Spent with Client	Select <span>▼</span>
Did you Conduct a Problem Solving Conversation?	Select <span>▼</span>
WERE THE FOLLOWING CALLED DURING THE ENCOUNTER?	
911	<input checked="" type="checkbox"/>
Roving Responders	<input type="checkbox"/>
Street Medicine	<input type="checkbox"/>
EMS6	<input type="checkbox"/>
ITEMS FOUND WITH CLIENT	
Baggage / Bags	<input type="checkbox"/>
Shopping Cart	<input type="checkbox"/>
Companion Animal	<input checked="" type="checkbox"/>
Tent(s) / Improvised Structure(s)	<input type="checkbox"/>
Other	



- **\*\*You will notice that the encounter form will also give you the ability to indicate the number of resources provided (i.e. 4 pairs of socks)**

**CLIENT SUPPLIES**

Clothes (Shirts/Pants)	<input type="checkbox"/>	
Socks/Underwear	<input checked="" type="checkbox"/>	Number of Socks Provided <input type="text" value="Select"/>
Shoes	<input type="checkbox"/>	
Blossom Bag	<input type="checkbox"/>	
Food/Snacks	<input type="checkbox"/>	
Water	<input type="checkbox"/>	
Hygiene Kits	<input checked="" type="checkbox"/>	Number of Hygiene Kits Provided <input type="text" value="Select"/>
Ponchos	<input type="checkbox"/>	
Emergency Blankets	<input type="checkbox"/>	
Face Masks	<input type="checkbox"/>	

- **Press Save & Close**, to save the encounter form

**ENCOUNTER COMMENTS**

Comments