



Bitfocus



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Inventory

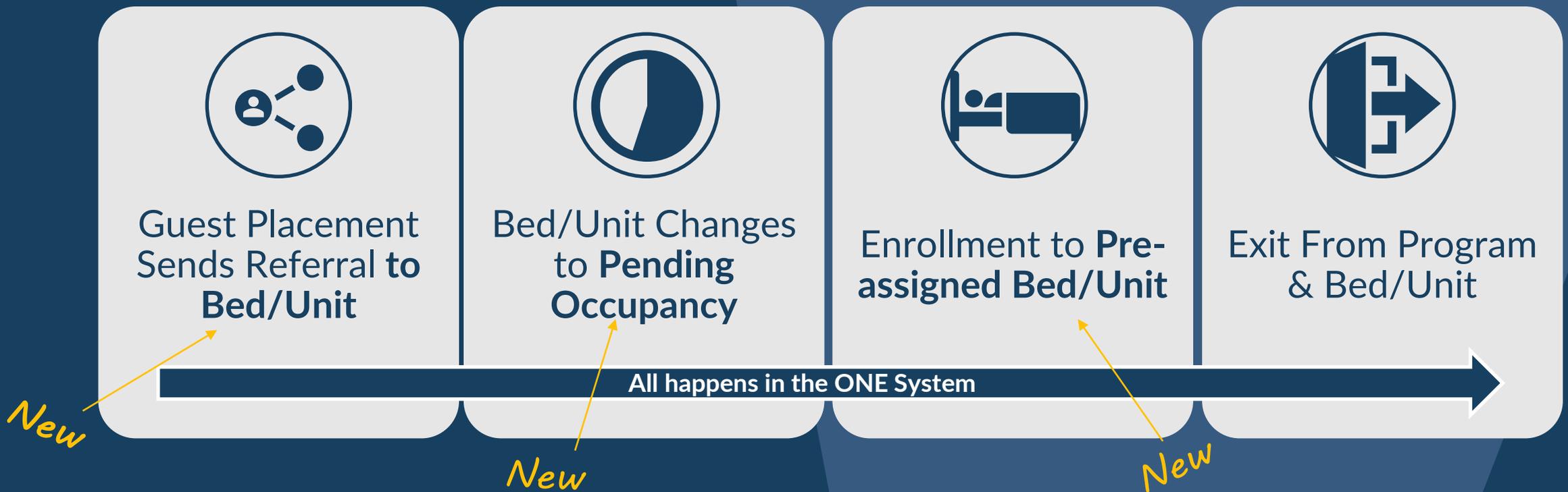
Adult and TAY Shelter Workflow

Congregate and Semi-Congregate

Temporary Shelter Workflow

Temporary Shelter Workflow

Workflow remains the same, with new features related to bed assignment happening at time of referral



Referral and Placement Steps

Referral from Guest Placement

- Guest Placement sends a *Direct Referral*
- Notes may be included in the referral (e.g., Referral Source)

REFERRALS

Pending Community Queue Analysis Completed Denied Sent Availability Open Units

Pending Referrals

Search Mode Standard

Sort By Default Characteristic -- Select --

Eligible Clients Only

Client	Referral Date	Qualified	Days Pending
Jenny Jones Program: Haight Street Apartments Referred by: [TRAINING] Department of Homelessness and Supportive	01/07/2022	Reassigned	282 total 0 pending

NOTES

SH → Reply from Sara Hoffman @ Sarah Smith Housing Services Oct 17, 2022 at 03:41 PM

Intake appointment scheduled for 11/1/22.

REFER

ACCEPT

ENROLL

PLACE

Pending Tab

- Shows referrals for the user's agency
- Filters allow you to refine your search
 - Usually, filter by program

REFERRALS

Dashboard **Pending** Community Queue Analysis Completed Denied Sent Availability Unit Queue Open Units

Pending Referrals

Search Mode Standard

Sort By Program Name Characteristic -- Select --

Eligible Clients Only

Client	Referral Date	Qualified	Days Pending
Bitfocus Test Program: Evergreen Emergency Shelter Referred by: TRAIN - Department of Homelessness and Supportive Housing ⓘ	05/13/2024	No	7 total 7 pending
Tyler Adams Program: Hope Housing Referred by: TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ	<input type="button" value="📄"/> 02/12/2024	Reassigned	98 total 98 pending

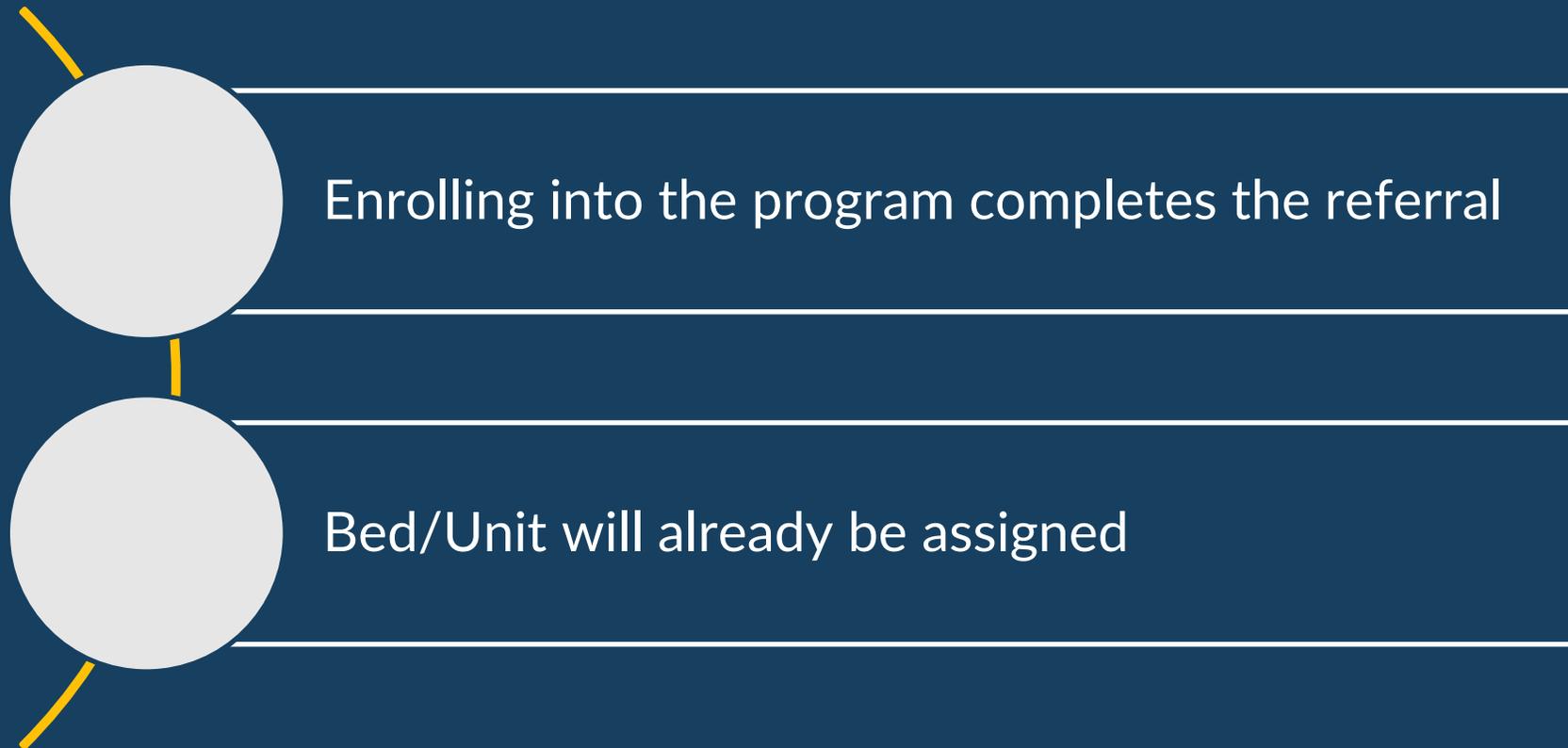
Denying Referrals

- Deny the referral if a client refuses placement or doesn't show
 - Status: Denied
 - Send to Community Queue: No
 - Denied by Type: Client
 - Denied Reason: Client did not show up or refused services
 - Must provide additional details

*This step is very important!
If not denied, beds will
continue to show as Pending
Occupancy*

Status	Denied	▼
Send to Community Queue	No	▼
Denied By Type	Client	▼
Denied Reason	Client refused services	▼
Denial Information	Client came to shelter and said they did not want to stay	

Accepting Referrals



Accepting Referrals

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

1 CLIENT

0 % Families
100 % Individuals

For up to date program occupancy information, refer to the Current Housing Availability report within the Report Library

Funding Source
Local or Other Funding Source (Please Specify)

Availability
Limited Availability

HOUSING AVAILABILITY:

Households without children 6 Beds in 6 Units

1 pending referral(s). Oldest 7 days.

Program Placement a result of Referral to Unit: Bed 005 provided by TRAIN - Department of Homelessness and Supportive Housing

PRINT DIRECTIONS ENROLL

Toggle must be on to accept the referral

Shows you're enrolling in the correct program

REFER

ACCEPT

ENROLL

PLACE

Bed/Unit Assignment

- Bed/Unit will already be assigned

PROGRAM: EVERGREEN EMERGENCY SHELTER

Enrollment	History	Provide Services	Assessments	Notes	Files	Chart	<u>Units/Beds</u>	Forms
							Unit	Start Date
							Bed 004 Evergreen Emergency Shelter, Evergreen Emergency Shelter	05/20/2024 8:30 AM

Enrollment Sidebar

- Once the client is assigned to a bed/unit, it's visible in the enrollment sidebar

104 DAYS ACTIVE PROGRAM	
Program Type:	Individual
Program Start Date:	07/06/2022
Assigned Staff:	Melissa Wheeler
Head of Household:	Randall Hall <input type="checkbox"/>
Unit Name:	104

Transferring Beds/Units

Transferring Beds/Units



Staff can move clients to a different bed/ unit



End stay in current bed/unit
Action: Enter end date



Assign to new bed/unit
Action: Click *Add Unit/Bed*

Bed/unit can be changed when the client arrives, after enrollment

Transferring Beds/Unit

End Current Bed/Unit Stay

- Add an end date to the current bed/unit

PROGRAM: HOPE HALL SHELTER PROGRAM

ADD UNIT/BED +

Enrollment History Provide Services Events Assessments Notes Files Chart **Units/Beds** Forms X Exit

Unit

Bed 001
Hope Hall, Hope Hall Navigation Center

Edit

End Date

EDIT UNIT

Start Date 05/23/2023 11:45 AM

End Date 08/22/2023 5:00 PM

Current Instance time: 08/23/2023 2:11 PM

SAVE CHANGES CANCEL

Assign to a New Bed/Unit

- Assign client to a new bed/unit
- Start date should not overlap with end date of old bed/unit

ADD UNIT +

ADD UNIT X

Start Date 07/18/2022

End Date

Eligibility Override

Available Units Unit 101 (St. Anthony (PSH), Building 1)

ADD CANCEL

Exits

Exiting Client from Unit

- > Exits should occur when a client is no longer staying at the shelter
- > Exiting from a program will automatically exit the client from their bed/unit

The screenshot displays a user interface for a client named Brad Jones. The top navigation bar includes links for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. The current view is for the PROGRAM: JEFFERSON HOTEL - GF. Below this, there are tabs for Enrollment, History, Assessments, Notes, Files, Units, and Forms. A red box highlights an 'X Exit' button in the top right corner of the History tab. The main content area shows 'Program Service History' with a table of units. The table has columns for Start Date and End Date. The first row shows a unit with a Start Date of 08/03/2022 and an End Date of 08/03/2022, both dates highlighted with red boxes. The second row shows a unit with a Start Date of 07/11/2022 and an End Date of 07/12/2022.

	Start Date	End Date
Jefferson Hotel, Jefferson Hotel	08/03/2022	08/03/2022
105 Jefferson Hotel, Jefferson Hotel	07/11/2022	07/12/2022

Exit Reason and Destination

- Exit Reason and Destination must be entered
- Exit Reason and Destination should align

Example: If Exit Reason is “Exit to Permanent Housing”, then Destination should reflect permanent housing

Some common Reason and Destination combinations

Exit Reason	Destination
48- Hour Bed Abandonment	No Exit Interview Completed
Intersystem Transfer	Emergency Shelter
Exit to Permanent Housing	Rental by Client, with Housing Subsidy
Exit to Transitional Housing	Transitional Housing
Exit to Institutional Setting	Hospital
	Substance Use Treatment

Exit Reason and Denial of Service

- Exit Reason of “**Rule Violation**” indicates a Denial of Service (DoS)
- Indicate the rule violation that caused the DoS & the effective start/end dates
- Exit Destination must also be entered. Typically, it is “No exit interview completed.”

Program Exit Date	06/26/2024	
Exit Reason	Rule Violation	
Denial of Service	1e Disruptive behavior that is ongoing, uncontrollable, and presents a cle 	
Effective Date of Denial of Service	06/26/2024	
Date of Denial of Service Expiration	09/26/2024	

Unit Status

Unit Status/Availability

- *Unit Status* can be changed from the dashboard
- Provides the ability to reflect a unit's status in real-time
- **New status: Pending Occupancy**

Status	Availability	Description
Active	Available	Bed/unit is available to receive guest
	Occupied	Guest is living in the bed or unit
	Pending Occupancy	Bed/unit has a pending referral connected to it
Offline		Bed/unit is temporarily unavailable (e.g., due to needed maintenance).
Inactive		Bed/unit not available for referral for the foreseeable future (e.g., used as an office). Please call or email the help desk to be set to inactive or if it was accidentally made inactive.

Automatic Offline

- Reminder: the bed/unit **may** automatically change to offline after the client has exited

Congregate

- Will default to available

Semi-Congregate

- Will auto-offline for 24 hours

Reports

Program Roster

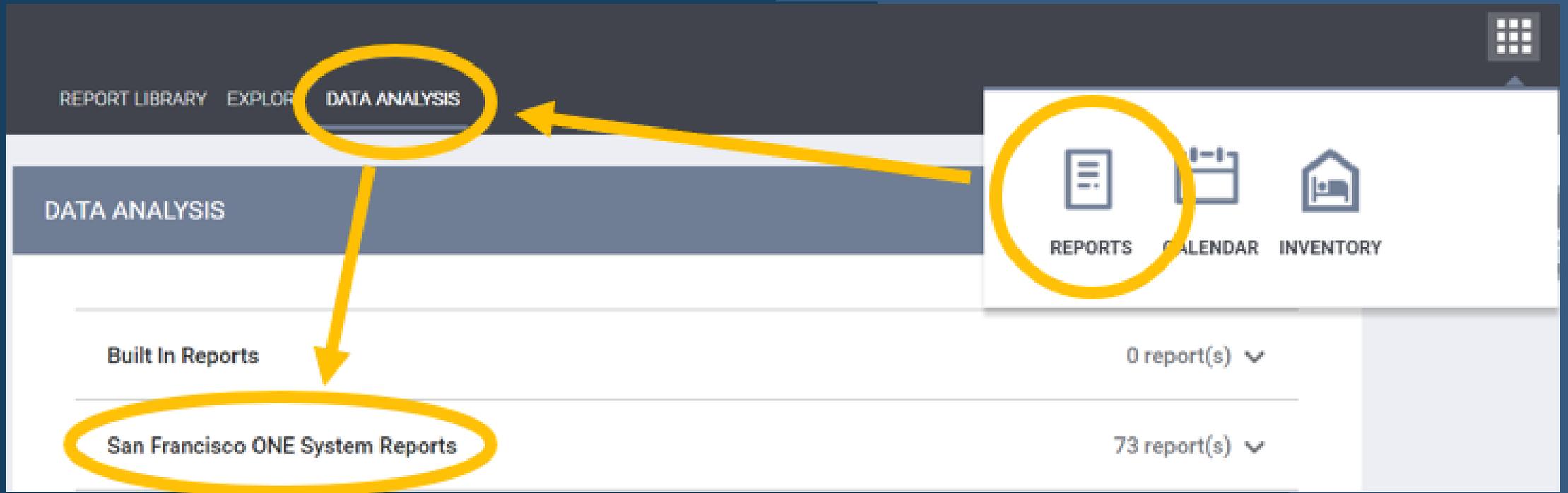
- Located in the Report Library
- Program stay information for selected programs
- Includes bed/unit assignment

Program Roster Report												Big River Housing			
												Active within 01/01/2022 thru 09/14/2022			
Housing Move-In: Undefined = Unknown HoH or adjusted Move-in is Null, <input type="checkbox"/> = Non PH Project, A: Assessments, S: Services, CN: Case Notes You can find more information about adjusted Move-In Date at the Help Center Article															
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff	Unit Assignment	Unit Start Date	Unit End Date
<i>Program: Rivers Shelter</i>															
Hoffer, Ben	D14B0B116	01/01/1986	35	36	11/30/2021	04/01/2022	122		0	0	0	S. Hoffman	Bunk 1	11/30/2021	
Test, Emma	94DB52D77	01/01/2000	21	22	12/16/2021	-	273		0	0	0	E. Nunn	n/a	n/a	n/a
Test, Janey	505D324D6	05/21/1999	22	23	02/10/2022	03/01/2022	19		0	0	0	S. Hoffman	Bunk 2	02/10/2022	03/01/2022
Smith, Amy	110C43CB2	08/25/1981	40	41	02/10/2022	-	217		0	0	0	S. Hoffman	Bed 5	02/10/2022	
Nguyen, Thon	B04A5E492	01/15/1999	23	23	09/14/2022	-	1		0	0	0	S. Hoffman	Private Room 11	09/14/2022	
Nguyen, Baby	DA3B3725C	06/12/2019	3	3	09/14/2022	-	1		0	0	0	S. Hoffman			
												Number of Enrollments: 6			
												Number of Unique Clients: 6			
												Number of Households: 5			
												Total Number of Enrollments: 6			
												Total Number of Unique Clients: 6			
												Total Number of Households: 5			

Note: * denotes Inactive Assigned Staff

Inventory Reports

- Located under the *Data Analysis Tab*



Inventory Reports

- All reports under ***Inventory – Temporary Shelter**
 - Bed/Unit Roster
 - Client Roster

*Inventory - Temporary Shelter	
Temporary Shelter - Bed Assignments and Statuses	⏪ RUN
Temporary Shelter - Bed/Unit Roster	⏪ RUN
Temporary Shelter - Client Roster	⏪ RUN

Bed/Unit Roster

- Roster organized by bed/unit number
- All beds/units in your site with associated client (or no client)

Units by Status										
	Building	Unit Name	Unit Configuration	Current Availability	Offline Reason	Head of Household	Unique Identifier	ONE Profile Link	Occupancy Start Date	
1		Bed 001	Adult- Single Bed	Available	⊘	Will Clark	00022	...	2023-08-17	
2		Bed 002	Adult- Single Bed	Available	⊘	⊘	⊘	⊘	⊘	
3		Bed 003	Adult- Single Bed	Occupied	⊘	Juan Marichal	00027	...	2023-08-28	
4		Bed 004	Adult- Single Bed	Available	⊘	⊘	⊘	⊘	⊘	
5		Bed 005	Adult- Single Bed	Occupied	⊘	Barry Bonds	00025	...	2023-07-18	

Client Roster

- Roster organized by client name
- All clients at your site with client information and associated bed

Temporary Shelter Client Roster

	Client Full Name ^	Unique Identifier	Birth Date	Programs Name	Enroll Date	Exit Date	LOS	Housing Move-in Date	Assigned Staff	Unit Assignment	Occupancy Start Date
1	Andres Torres				2023-08-22	∅	15	∅		Bed 105	2023-08-22
2	Freddy Sanchez				2023-08-16	∅	21	∅		Bed 093	2023-08-16
3	Buster Posey				2023-08-30	∅	7	∅		∅	2023-08-30
4	Cody Ross				2023-08-01	∅	36	∅		Bed 033	2023-08-01
5	Juan Uribe				2023-01-30	∅	219	∅		Bed 055	2023-07-18
6	Pat Burrell				2023-08-28	∅	9	∅		Bed 003	2023-08-28

What if I Need Support?

- **One-on-Ones**
 - Schedule a time with ONE System team: <https://shorturl.at/5p7f5>
- **Documentation** available at: <https://onesf.bitfocus.com/temporary-shelter>
 - Tip Sheets (Desk Guide)
 - Training slides and videos
- Contact onesf@bitfocus.com for ongoing questions and unit updates