



Bitfocus



Inventory: Family Shelter and Transitional Housing

Family Access Points

December 4, 2024

Agenda

- Workflow
 - Identifying Unit/Bed
 - Claiming Unit/Bed
 - Making Referrals
- Next Steps
- Questions





Workflow

Workflow



Workflow

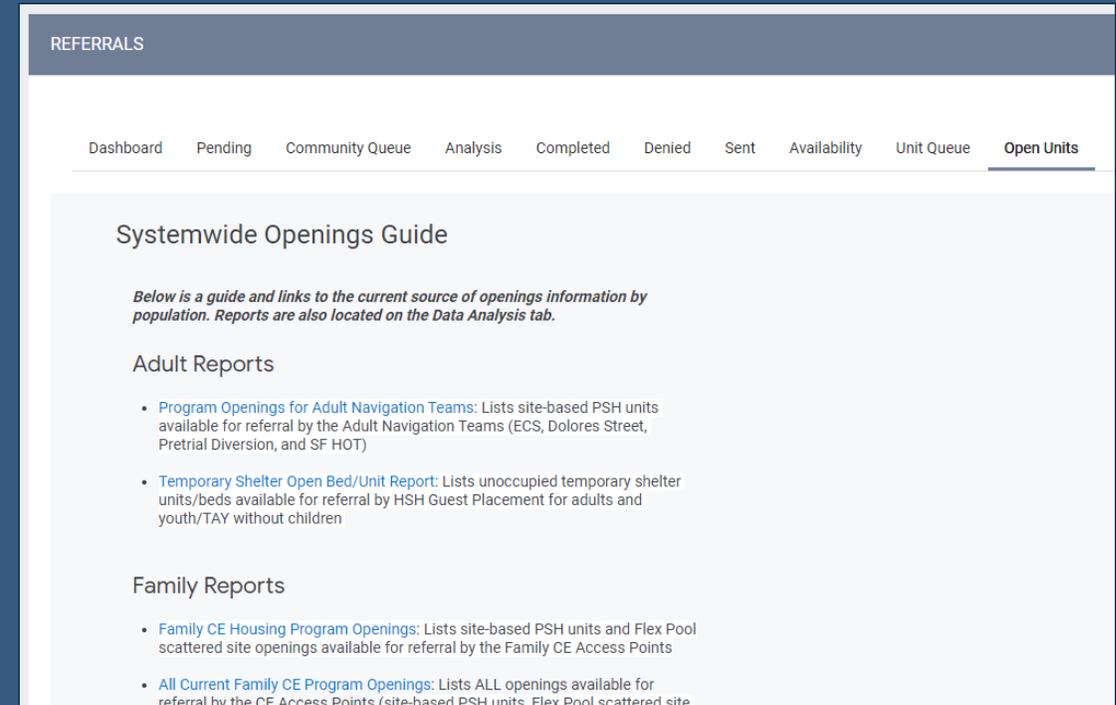


Review Open Units
Report

Identify

Location of Open Units Reports

- “Systemwide Openings Guide” located under the *Open Units Tab*
 - **Links to the Family Open Shelter and Transitional Housing Units Report**
- Reports are also located on the Data Analysis tab under “Family CES”



REFERRALS

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

Systemwide Openings Guide

Below is a guide and links to the current source of openings information by population. Reports are also located on the Data Analysis tab.

Adult Reports

- [Program Openings for Adult Navigation Teams](#): Lists site-based PSH units available for referral by the Adult Navigation Teams (ECS, Dolores Street, Pretrial Diversion, and SF HOT)
- [Temporary Shelter Open Bed/Unit Report](#): Lists unoccupied temporary shelter units/beds available for referral by HSH Guest Placement for adults and youth/TAY without children

Family Reports

- [Family CE Housing Program Openings](#): Lists site-based PSH units and Flex Pool scattered site openings available for referral by the Family CE Access Points
- [All Current Family CE Program Openings](#): Lists ALL openings available for referral by the CE Access Points (site-based PSH units, Flex Pool scattered site

Family Open Shelter & TH Units Report

- Review available units/beds and attributes
- Can filter & sort to find units/beds with specific attributes

Family Open Shelter & Transitional Housing Units(Train) 1m ago   

Agency Name: Building Name: Current Availability: Referral Channel: ADA Accessible Building:

ADA Unit: Pets Allowed: Min Occupancy: Unit Population - Size:

Family Shelter & Transitional Housing Open Units (Train)

	Agency Name ^	Building Name ^	Program Name ^	Unit Name ^	Link to Unit Page	Unit Population - Size	Current Availability	Current Availability Start Date	Client Full Name	Referral Channel
1	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	001	10548 ...	Family - Private Room - 4bed	Available	2022-12-14	∅	Family CE
2	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	002	10575 ...	Family - Private Room - 3bed	Available	2022-12-14	∅	∅
3	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	003	10603 ...	Family - Private Room - 4bed	Available	2022-12-14	∅	∅

Workflow



Assign Access Point
Staff

Claim

Claiming Units/Beds

- Utilize direct unit link directly to go to the Unit Screen
- Click on 'Link to Unit' Page hyperlink
- In ONE system, must be switched into the agency where the unit lives

Family Shelter & Transitional Housing Open Units (Train)						
	Agency Name ^	Building Name ^	Program Name ^	Unit Name ^	Link to Unit Page	Unit Population - Size
1	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	001	10548 ...	Family - Private Room - 4bed
2	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	002	10575 ...	Family - Private Room - 3bed
3	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	003	10603 ...	Family - Private Room - 4bed
4	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	004	10610 ...	Family - Private Room - 3bed
5	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	005	10607 ...	Family - Private Room - 2bed

Claiming Units/Beds

- Select “Referral Channel”
- Add Access Point to “Access Point Staff Responsible for Filling Unit”
- Add "Initial Date Unit Assigned to Access Point Staff to Fill"
- Use "Additional Notes" fields as needed

FAMILY & YOUTH ACCESS POINTS, AUTHORIZED ADULT CE STAFF, AND HSH STAFF COORDINATING TRANSFERS MAY UPDATE ONLY THE FIELDS BELOW:

Referral Channel	Select	▼
Access Point Staff Responsible for Filling Unit		
Initial Date Unit Assigned to Access Point Staff to Fill	__/__/__	 25
Most Recent Date Unit Re-Assigned to Access Point Staff to Fill	__/__/__	 25
Additional Notes	<input type="text"/>	

- ✓ Select
- Family CE
- Youth CE
- Transfer from within Site-Based PSH
- Transfer from Flexible Housing Subsidy Pool
- Transfer from RRH

Reassign Unit/Bed to a Different Access Point

- Update "Access Point Staff Responsible"
- Leave "Initial Date"
- Add "Most Recent Date Unit Re-Assigned to Access Point Staff to Fill"

FIELDS BELOW FOR USE BY FAMILY & YOUTH ACCESS POINTS OR HSH STAFF COORDINATING TRANSFERS INTO FAMILY & YOUTH UNITS

Referral Channel

Access Point Staff Responsible for Filling Unit

Initial Date Unit Assigned to Access Point Staff to Fill 

Most Recent Date Unit Re-Assigned to Access Point Staff to Fill 

Additional Notes

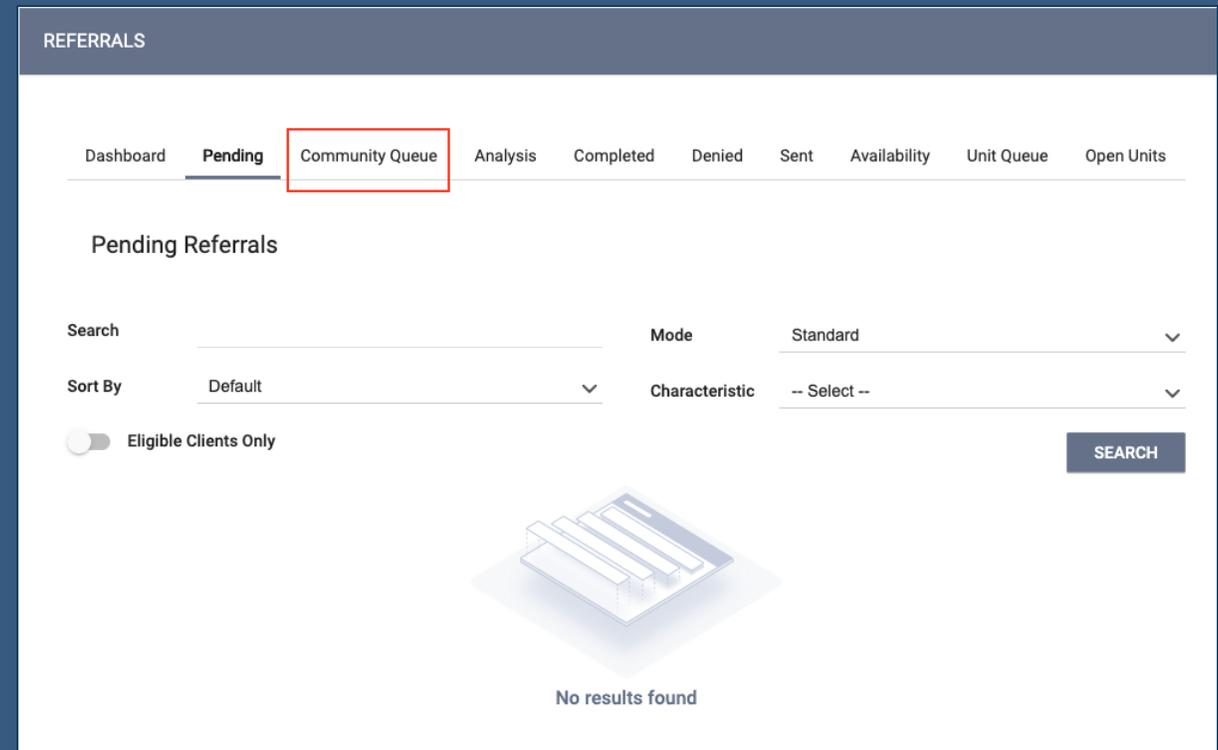
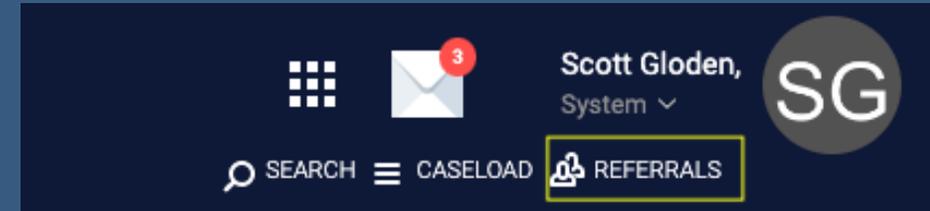
Workflow



Refer

Referrals

- Navigate to *Referrals*
- Click *Community Queue*
- Click *Temporary Shelter Queue*



Selecting Clients

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

Community Queue

Rapid Rehousing Queue SFHA - EHV **Temporary Shelter Queue** Transfer Queue (HSH Only)

Eligible Clients Only

Date 11/04/2024

Search

Active Agency TRAIN - Hamilton Families

Project Hamilton Family Emergency Center (HFEC)

Filter Type Standard

Mode Standard

Characteristic -- Select --

Sort By Default

SEARCH

- Select the *Active Agency*
- Can turn on *Eligible Clients Only*
- Select Search
- Click 'edit' icon next to client

Reassigning a Client

- Scroll to the *Reassign* section
- Select the applicable program
- Select the claimed unit under the *Opening* dropdown

Opening dropdown will show Available Units (versus Program Openings)

REASSIGN

Reassignment Date	02/11/2024	
Program	Verona - GF	▼
Eligibility Override	<input type="checkbox"/>	
Opening	Select...	▼

Pending Occupancy

Pending Occupancy units will be reflected on the Open Unit/Bed Report

Family Shelter & Transitional Housing Open Units (Train)

	Agency Name ^	Building Name ^	Program Name ^	Bed/Unit Name ^	Link to Unit Page	Population - Bed/Unit Size	Current Availability	Current Availability Start Date	Client Full Name	Referral Channel	Access Point Staff Responsible for Filling Unit
1	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	001	10548 ...	Family - Private Room - 4bed	Pending Occupancy	2024-10-29	Eowyn Northstar	Family CE	Bayview
2	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	002	10575 ...	Family - Private Room - 3bed	Available	2022-12-14	∅	∅	∅
3	TRAIN - Catholic Charities CYO	St. Joseph's Family Center	St. Josephs Family Center	003	10603 ...	Family - Private Room - 4bed	Available	2022-12-14	∅	∅	∅

Hamilton Family Emergency Center (HFEC) Current Processes

	 Stop	 Continue
Family Access Points	<ul style="list-style-type: none">• Stop using the HFEC "Attendance" and "Reservations" tools to review openings• Stop making reservations for 5 days	<ul style="list-style-type: none">• Use the "Intake Appointment" services to schedule Intakes
HFEC	<ul style="list-style-type: none">• Stop making 60-day reservations• Stop recording attendance	<ul style="list-style-type: none">• Enroll the family in the <i>Hamilton Family Emergency Center (HFEC)</i> program

Changes to HFEC Processes for Family Access Points

- Available HFEC bunks will be on the same report as non-congregate rooms/units
- Each bunkbed is an Inventory "unit" (separate row in report) for 1-3 family members
 - Young children can share a bottom bunk with an adult
 - Children must be at least 5 years old to sleep on a top bunk
 - Cribs usually available if requested by the family, but no longer tracked in ONE
- Refer HoH to an available bunk from the Temporary Shelter Queue

Family Shelter & Transitional Housing Open Units									
	Agency Name	Building Name	Program Name	Bed/Unit Name	Link to Unit Page	Population - Bed/Unit Size	Other Unit Info	Current Availability	
1	Hamilton Families	Hamilton Family Emergency Center (HFEC)	Hamilton Family Emergency Center (HFEC)	Room 402: Beds 1-2	13411	Family - Congregate - Bunkbed	Refer HoH to one bunkbed. If additional bunkbeds are needed (must be in same room w/ consecutive bed #'s), claim them using "Access Point Staff" and "Additional Notes" fields AND list additional bunkbed(s) in referral note.	Available	

Changes to HFEC Processes for Family Access Points

- If a family needs more than one bunk and there are available bunks in the same room with consecutive bed numbers...
 - Refer the HoH to one bunkbed
 - Use the "Additional Notes" field on unit screen to claim additional bunk(s)
 - Identify the additional bunk(s) in the referral notes

FAMILY & YOUTH ACCESS POINTS, AUTHORIZED ADULT CE STAFF, AND HSH STAFF COORDINATING TRANSFERS MAY UPDATE ONLY THE FIELDS BELOW:

Referral Channel	Family CE
Access Point Staff Responsible for Filling Unit	Central City
Initial Date Unit Assigned to Access Point Staff to Fill	11/26/2024 
Most Recent Date Unit Re-Assigned to Access Point Staff to Fill	__/__/__ 
Additional Notes	Additional Bunk for 8EF54D574

Changes to HFEC Processes for Family Access Points

- The bunk bed unit that you refer the HoH to will show as *Pending Occupancy*
- The additional bunk bed(s) will show as claimed (current availability will remain *Available* until shelter assigns the bed to a household member)

Family Shelter & Transitional Housing Open Units (Train)												
Program Name	Bed/Unit Name	Link to Unit Page	Population - Bed/Unit Size	Other Unit Info	Current Availability	Current Availability Start Date	Client Full Name	Referral Channel	Access Point Staff Responsible for Filling Unit	Initial Date Unit Assigned to Access Point Staff to Fill	Most Recent Date Unit Re-Assigned to Access Point Staff to Fill	Additional Notes
Hamilton Family Emergency Center (HFEC)	Room 401: Beds 15-16	13461	Family - Congregate - Bunkbed	Refer HoH to one bunkbed. If additional bunkbeds are needed (must be in same room w/ consecutive bed #'s), claim them using "Access Point Staff" and "Additional Notes" fields AND list additional bunkbed(s) in referral note.	Pending Occupancy	2024-11-26	Robert Hamilton	Family CE	Central City	2024-11-26		Household will be using multiple bunks
Hamilton Family Emergency Center (HFEC)	Room 401: Beds 17-18	13462	Family - Congregate - Bunkbed	Refer HoH to one bunkbed. If additional bunkbeds are needed (must be in same room w/ consecutive bed #'s), claim them using "Access Point Staff" and "Additional Notes" fields AND list additional bunkbed(s) in referral note.	Available	2023-02-17		Family CE	Central City	2024-11-26		Additional Bunk for 8EF54D574

Consecutive beds in same rooms

Claiming additional bunkbed for household

Next Steps



No new shelter or transitional housing referrals on Monday (December 9th) to convert pending referrals and update reports
NOTE: doesn't apply to UAV referrals



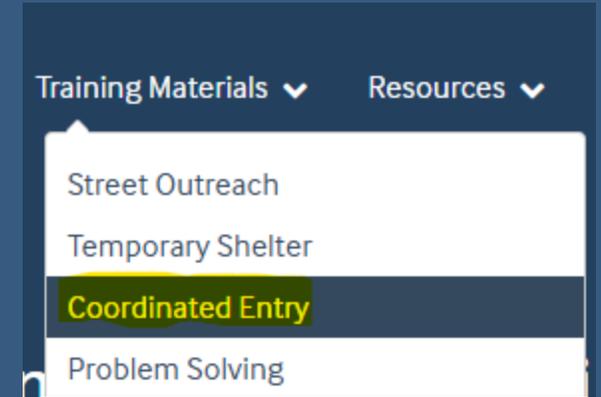
Go live with new workflow on Tuesday (December 10th)



Referrals will be made directly to available units/beds from December 10th onward

What if I Need Support?

- Training Materials on ONE System Help Site:
<https://onesf.bitfocus.com/coordinated-entry>
 - Training slides and videos
- HSH ONE Team
 - Will attend 12/16 Family Access Point meeting
- Bitfocus
 - Help Desk: onesf@bitfocus.com for ongoing support and questions
 - Local Sys Admin Team: onesf-admin@bitfocus.com for more immediate post Go Live problems





Questions?