



# Family Temporary Shelter Training

Part Two: Screening for Travel & Relocation Services and Length of Stay Extensions

December 2024

# AGENDA

Welcome!

Enrollments

Tracking Length of Stay Extensions

Helpful Reports

Wrap-up & Questions

# Enrollments

# Travel and Relocation Assistance

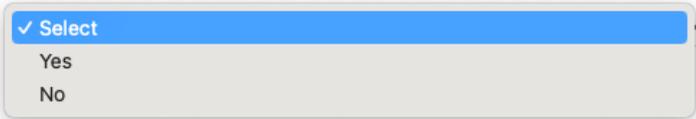
Enrollment History Provide Services Events Assessments Notes Files Units/Beds Forms

Enroll Program for client Sam Wise

Program Date 11/04/2024 

TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed No 

Are you interested in Travel and Relocation Services outside of San Francisco? 

TEMPORARY SHELTER QUESTIONS

Stay Type Select 

Locker #

Are you Arriving with any Pets? Select 

Do you have any Special Accommodations? No 

- New question on shelter and UAV enrollments: *Are you interested in Travel and Relocation Services outside of San Francisco?*
- Yes/No question
- Designed to help identify households/families who could benefit from Travel and Relocation resources

# Program Enrollments: Reminder

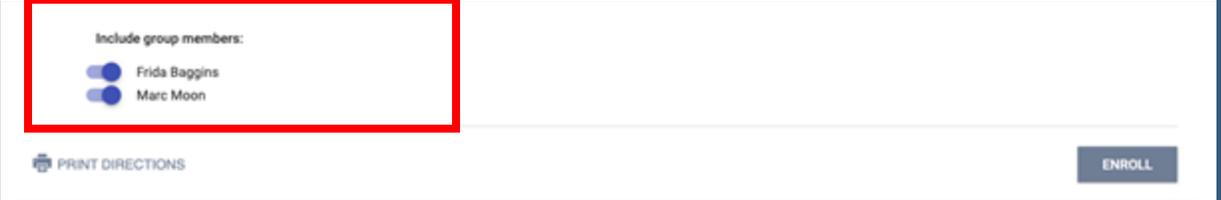


When enrolling a family, please keep in mind...

- Household member's information may cascade forward from other program enrollments - it's important to always confirm that all details are still up-to-date and accurate, and to update if necessary

# Enrollment Reminder: Including Family members within the enrollment household

---> You can add and remove household members while enrolling a client into a program:

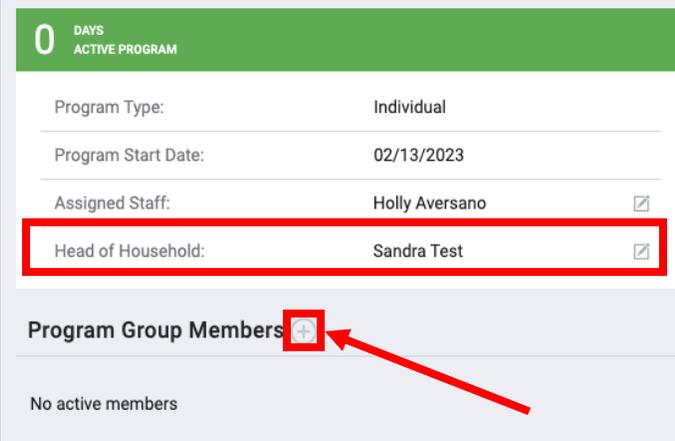


Include group members:

- Frida Baggins
- Marc Moon

PRINT DIRECTIONS ENROLL

---> Or within an active program enrollment:



0 DAYS ACTIVE PROGRAM

|                     |   |
|---------------------|---|
| Program Type:       | Individual                              |
| Program Start Date: | 02/13/2023                              |
| Assigned Staff:     | Holly Aversano <input type="checkbox"/> |
| Head of Household:  | Sandra Test <input type="checkbox"/>    |

Program Group Members

No active members

*Note that Household members must be added as members at the client profile first before appearing as available members to add to an enrollment*

# Enrollment Reminder: Head of Household

- Be sure that a Head of Household is designated for each program enrollment
  - If the household contains adults and children, an adult must be indicated as the HoH
  - All relationships to the HoH must be recorded (i.e. child, wife, etc)

The screenshot displays a software interface for program enrollment. At the top, a green header bar contains the number '9' and the text 'DAYS ACTIVE PROGRAM'. Below this, the following details are shown:

- Program Type: Group (2)
- Program Start Date: 11/13/2024
- Assigned Staff: Holly Aversano

A modal dialog box titled 'CHANGE HEAD OF HOUSEHOLD' is open, listing household members and their roles:

- Sam Wise: Self (head of household) (dropdown arrow)
- Frida Baggins: Head of household's child (dropdown arrow)

At the bottom of the dialog are two buttons: 'SAVE CHANGES' and 'CANCEL'. A red box highlights the dialog box and a small icon in the top right corner of the main form area.

# Household Exits

→ Be sure to include (toggle on) relevant Household Members when exiting household from program\*

\*If exiting the Head of Household only, be sure that a new HoH is designated, and that the remaining members have their relationship to the new HoH updated. If program is using Inventory, the unit should be assigned to the new HoH as the first step.

SELECT CLIENTS TO EXIT FROM PROGRAM

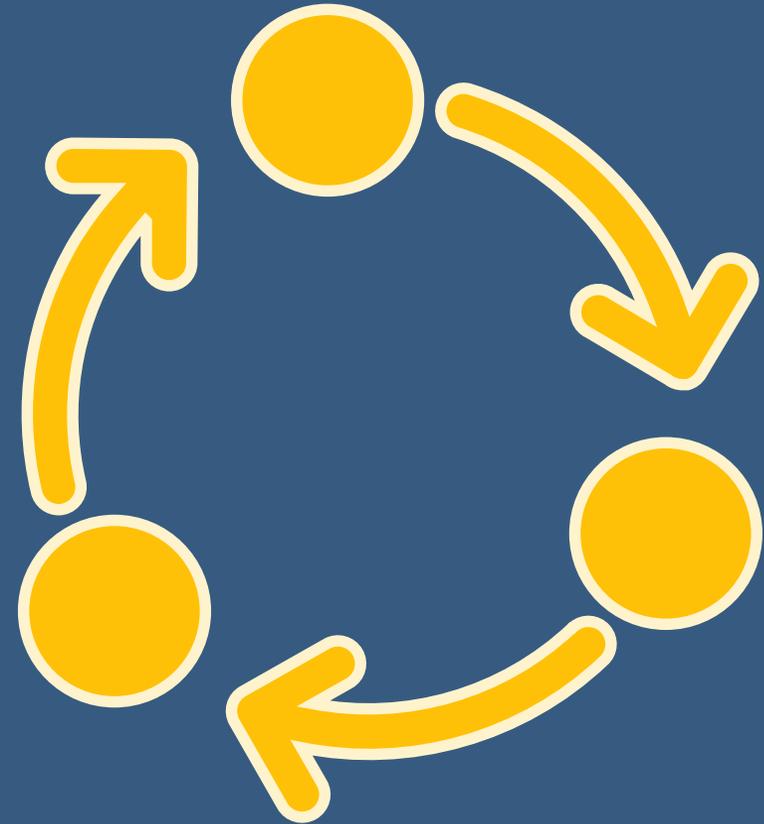
|                                     |               |          |
|-------------------------------------|---------------|----------|
| <input checked="" type="checkbox"/> | Sam Wise      | Not Set  |
| <input checked="" type="checkbox"/> | Frida Baggins | Daughter |

END PROGRAM

# Tracking Length of Stay Extensions

# Length of Stay Extension Services

- >New services to track extension requests and approval
  - >Extension Requests
  - >HSH Review
  - >Approval
- >Found under shelter program enrollments
  - >Length of extension service will depend on program



# 14-day Shelter Extension Services

| Service Name                               | Service Items  | Programs  |
|--|--|---|
| Shelter Length of Stay Extensions (14 day) | <ul style="list-style-type: none"><li>• 14-day Shelter Extension Request: Medical</li><li>• 14-day Shelter Extension Request: Temporary Shelter or Transitional Housing Placement</li><li>• 14-day Shelter Extension Request: Housing Pending</li><li>• 14-day Shelter Extension Approval</li><li>• HSH Shelter Extension Review</li></ul> | <ul style="list-style-type: none"><li>• Compass Family Services-14-Day Family UAV</li></ul> |

# 30-day Shelter Extension Services

| Service Name                               | Service Items   | Programs   |
|--|---|--|
| Shelter Length of Stay Extensions (30 day) | <ul style="list-style-type: none"> <li>• 30-day Shelter Extension Request: Medical</li> <li>• 30-day Shelter Extension Request: Transitional Housing Placement</li> <li>• 30-day Shelter Extension Request: Housing Pending</li> <li>• 30-day Shelter Extension Approval</li> <li>• HSH Shelter Extension Review</li> </ul> | <ul style="list-style-type: none"> <li>• Catholic Charities: St. Josephs Family Center</li> <li>• Compass Family Services: Compass Family Shelter</li> <li>• Compass Family Services: 90-Day Family UAV - GF</li> <li>• Hamilton Families: Hamilton Family Residence</li> <li>• Hamilton Families: Hamilton Family Emergency Center (HFEC)</li> <li>• Hamilton Families: Pregnant Persons Pilot</li> <li>• Homeless Prenatal Program: HPP PATH Emergency Housing</li> <li>• Mission Action: Buena Vista Horace Mann Family Shelter (Stay Over)</li> <li>• Providence Foundation: Providence Oasis Family Shelter</li> <li>• Raphael House Residential Shelter Program</li> <li>• Salvation Army: Harbor House</li> </ul> |

# How to Submit a Service

*While within a program enrollment*

1. Click on Provide Services Tab
2. Click on Service Name
3. Click on the appropriate Service item
4. Adjust for appropriate date and write note
5. Include group members (if appropriate)
6. Click Submit
7. Find Submitted Service in the History tab within program enrollment

The screenshot displays the 'Provide Services' interface. At the top, a navigation bar includes 'Enrollment', 'History', 'Provide Services' (highlighted), 'Assessments', 'Notes', 'Files', and 'Forms'. Below this, a 'Services' section lists several items: 'Denial of Service: Other', 'Document Ready: Housing Search and Placement', 'Housing Application: Housing Search and Placement', and 'Shelter Length of Stay Extensions (14 day): Case Management'. The 'Shelter Length of Stay Extensions (14 day)' item is highlighted in grey and has a red box around it. A yellow box labeled 'Service Name' with an arrow points to this item. Below the list, the '14-day Shelter Extension Approval' form is shown. It includes an 'Event Date' field set to '11/13/2024'. Under 'Include group members:', there is a toggle switch for 'Frida Baggins' which is currently turned on. Below this is a 'Service Note' field with a rich text editor toolbar. At the bottom right of the form, there is a 'SUBMIT' button.

# Helpful Reports

# Family Shelter Length of Stay and Extensions

--->Report added to Data Analysis tab (under Family CES subsection)

--->Displays Length of Stay duration for families in shelter and the number of shelter extension services that have been logged for the family

Family Shelter Length of Stay and Extensions 2h ago

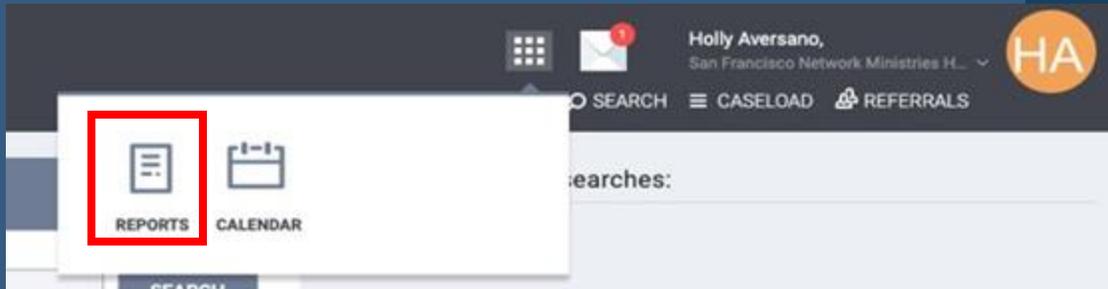
Shelter

| 90-Day Shelter Stays and Extension Services |             |                            |         |                         |                                  |                            |   |   |  |  |                                 |   |
|---|-------------|----------------------------|---------|-------------------------|----------------------------------|----------------------------|---|---|--|--|---------------------------------|---|
| Unique Identifier                           | Client Name | Link to ONE System profile | Shelter | Enrollment Date         | Residence Prior to Project Entry | Days Enrolled              | Count: Shelter Extension Request: Housing Pending | Count: Shelter Extension Request: Medical | Count: Shelter Extension Request: Transitional Housing | Count: Shelter Extension Request: Shelter Extension Approval | Count: Shelter Extension Review |   |
| 1   | 59340A121   | Alexander Hamilton         | 115149  | 90-Day Family UAV - ... | 2023-11-01                       | Place not meant for ...    | 390   | 1   | 0  | 0  | 1                               | 0 |
| 2   | 4C533B3BA   | Alice Wonderland           | 115068  | 90-Day Family UAV - ... | 2024-10-15                       | Place not meant for ...    | 41  | 0   | 0  | 0  | 0                               | 0 |
| 3   | A837AE9C1   | Mrs TestFamily3            | 115123  | 90-Day Family UAV - ... | 2024-11-22                       | Place not meant for ...    | 3   | 0   | 0  | 0  | 0                               | 0 |
| 4   | 14C3257BF   | Onesys Test                | 114808  | Hamilton Family Em...   | 2024-08-27                       | Place not meant for ...    | 90  | 0   | 0  | 0  | 0                               | 0 |
| 5   | 2BD9D1A7D   | Lilly Green                | 114832  | Hamilton Family Em...   | 2024-10-31                       | Place not meant for ...    | 25  | 0   | 0  | 0  | 0                               | 0 |
| 6   | A07FA1773   | Sam Wise                   | 114824  | Hamilton Family Em...   | 2024-11-04                       | Place not meant for ...    | 21  | 0   | 0  | 0  | 0                               | 0 |
| 7   | 4FD9E86AE   | Mrs FamilyTest4            | 115125  | Hamilton Family Em...   | 2024-11-06                       | Staying or living in a ... | 19  | 0   | 0  | 0  | 0                               | 0 |
| 8   | 9111287C2   | Chloe Green                | 114870  | Harbor House            | 2024-11-08                       | Data not collected         | 17  | 0   | 0  | 0  | 0                               | 0 |
| 9   | 14C3257BF   | Onesys Test                | 114808  | HPP PATH Emergenc...    | 2024-06-03                       | Emergency shelter, in...   | 175   | 0   | 0  | 0  | 0                               | 0 |
| 10  | 813545559   | Bitfocus Test              | 114793  | HPP PATH Emergenc...    | 2024-06-18                       | Place not meant for ...    | 160   | 0   | 0  | 0  | 0                               | 0 |
| 11  | 4D10871C0   | Cal Bear                   | 114854  | HPP PATH Emergenc...    | 2024-10-07                       | Place not meant for ...    | 49  | 0   | 0  | 0  | 0                               | 0 |
| 12  | 14C3257BF   | Onesys Test                | 114808  | Providence Oasis Fa...  | 2024-06-03                       | Emergency shelter, in...   | 175   | 0   | 0  | 0  | 0                               | 0 |
| 13  | D4C896C81   | Family Test                | 114920  | St. Josephs Family C... | 2024-11-06                       | Place not meant for ...    | 19  | 0   | 0  | 0  | 0                               | 0 |
| 14  | BC901A687   | Eowyn Northstar            | 115069  | St. Josephs Family C... | 2024-11-06                       | Place not meant for ...    | 19  | 0   | 0  | 0  | 0                               | 0 |
| 15  | 2BD9D1A7D   | Lilly Green                | 114832  | St. Josephs Family C... | 2024-11-18                       | Place not meant for ...    | 7   | 0   | 0  | 0  | 0                               | 0 |

| 14-Day Emergency Placements and Shelter Extensions |             |                            |         |                 |                                  |               |   |   |  |  |  |  |
|--|-------------|----------------------------|---------|-----------------|----------------------------------|---------------|---|---|--|--|--|--|
| Unique Identifier                                  | Client Name | Link to ONE System profile | Shelter | Enrollment Date | Residence Prior to Project Entry | Days Enrolled | Count: Shelter Extension Request: Housing Pending | Count: Shelter Extension Request: Medical | Count: Shelter Extension Request: Transitional Housing | Count: Shelter Extension Request: Shelter Extension Approval | Count: Shelter Extension Request: HSH Shelter Extension Review |  |

# [GNRL-106] Program Roster



---> Gives helpful information about households enrolled in your program within a reporting period

---> Useful in identifying household compositions for individual enrollments

---> Groups Households together

---> HoH Unique Identifiers are in bold text

---> Available to all users with access to the Reports Library

---> Need help fixing enrollment or household data? Reach out to the Bitfocus Help Desk: [onesf@bitfocus.com](mailto:onesf@bitfocus.com)

Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.

| Client                                  | Unique Identifier | Birth Date | Age At Entry | Current Age | Enroll Date | Exit Date | LOS | Housing Move-in | A |
|---|-------------------|------------|--------------|-------------|-------------|-----------|-----|-----------------|---|
| <b>Program: Example Housing Program</b> |                   |            |              |             |             |           |     |                 |   |
| Potter, Glenn                           | <b>82F20C4DB</b>  | 05/05/1945 | 78           | 78          | 05/08/2023  | -         | 291 | 05/08/2023      | 0 |
| Fish, Goldie                            | <b>D8A09E9B9</b>  | 03/03/1993 | 30           | 30          | 01/22/2024  | -         | 32  | 01/22/2024      | 0 |
| Moon, Marc                              | <b>BA44298E3</b>  | 05/05/1995 | 28           | 28          | 08/07/2023  | -         | 200 | 08/07/2023      | 0 |
| Wise, Sam                               | <b>A07FA1773</b>  | 02/02/1992 | 31           | 32          | 01/22/2024  | -         | 32  | 01/22/2024      | 1 |
| Baggins, Frida                          | 337A18C03         | 03/03/2023 | 0            | 0           | 01/22/2024  | -         | 32  | 01/22/2024      | 0 |

# Resources

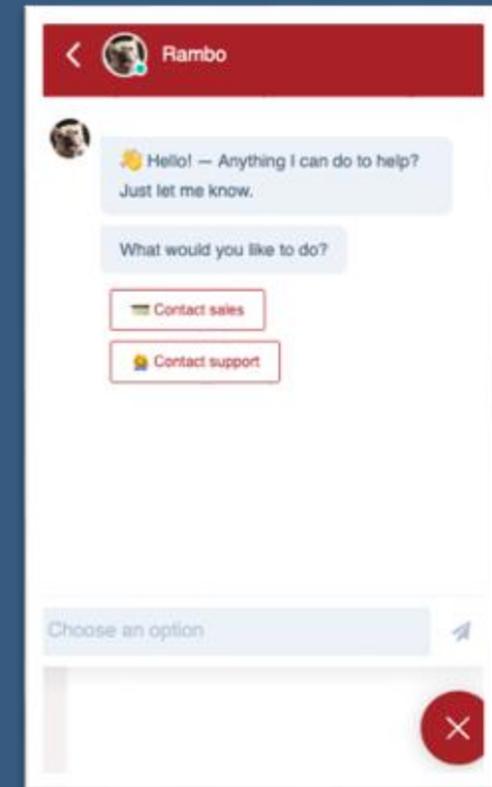
## Bitfocus Help Desk

- [onesf@bitfocus.com](mailto:onesf@bitfocus.com)
- 415.429.4211

## ONESF Help Center Website:

- [onesf.bitfocus.com](https://onesf.bitfocus.com)
- Slides and recording for today's training will be posted under *Training Materials* -> *Temporary Shelter* (menu at top)
  - <https://onesf.bitfocus.com/temporary-shelter>

## Help Desk Widget (In ONE System and on ONESF Help Center Website)



# Questions?