



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

ONE System Housing Inventory

Final Phase Go Live – Adult Coordinated Entry

March 5, 2024



Checking In

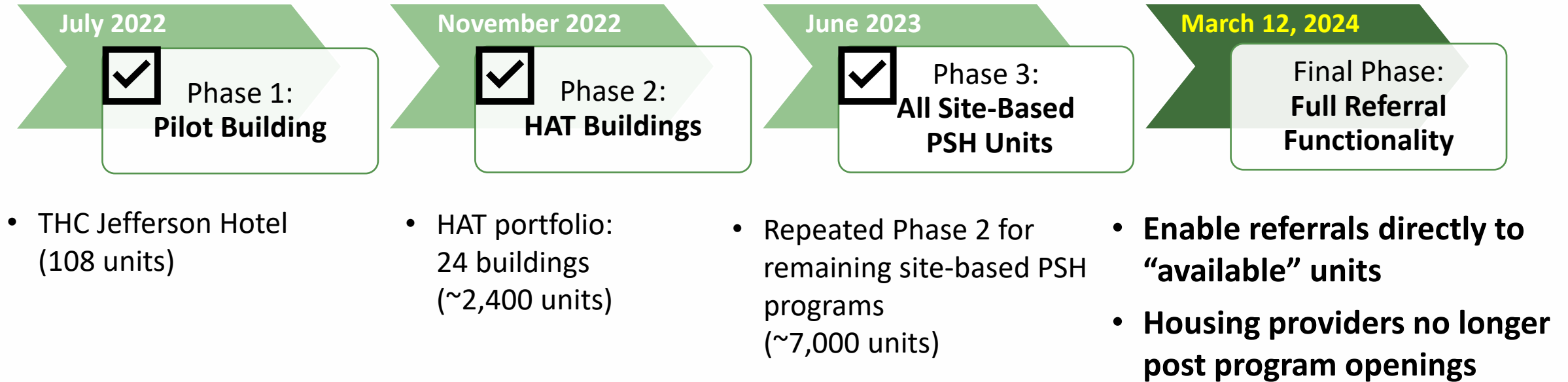
Presenting today:

HSH	Laura Jessup (they/them), ONE System Organizational Change Manager
Bitfocus	Sara Hoffman (she/her), Senior Project Manager
	Scott Gloden (he/him), Project Manager

🔑 Feel free to introduce yourself in the chat:

- Name
- Pronouns
- Agency
- Role
- How are you feeling today?

Housing Unit Inventory Phases & Status



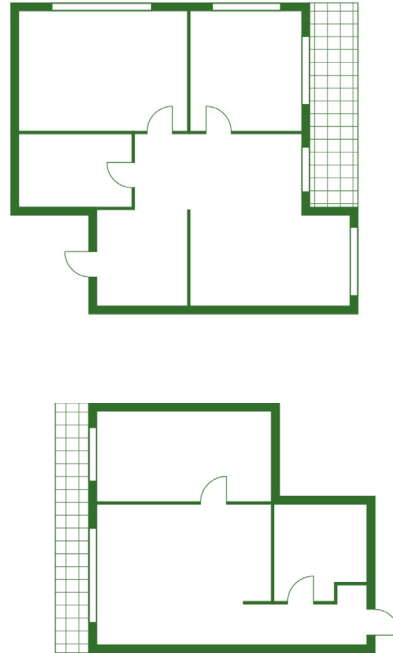
Inventory in ONE

- Individual buildings and units are set up in ONE under agencies
- Units are associated with each site-based PSH program in ONE
 - Can be adjusted if program or funding source changes
- Attributes of each building and unit were collected from property managers and are stored directly in ONE to help matchmakers make referrals
 - Can be edited if changes occur



Inventory in ONE

Sites >>> Buildings >>> Units >>> Units Attributes



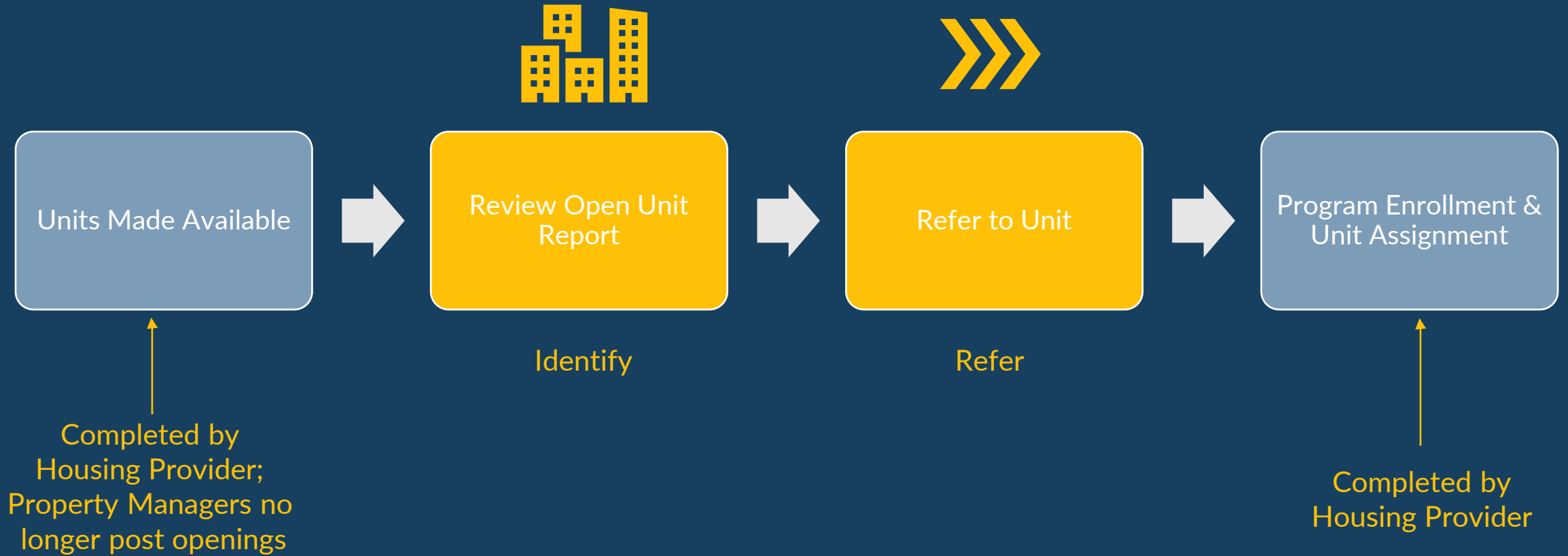
What Inventory Does

- Helps streamline workflows and better serve clients
- Provides better information to HSH and the community about the status of each unit across the housing portfolio
 - Identifies units as Offline, Available, Pending Occupancy, and Occupied
- Supports reconciliation and communication by being a reliable source of truth
- Allows for referrals directly to available units, rather than program openings



Workflow

Workflow



Workflow

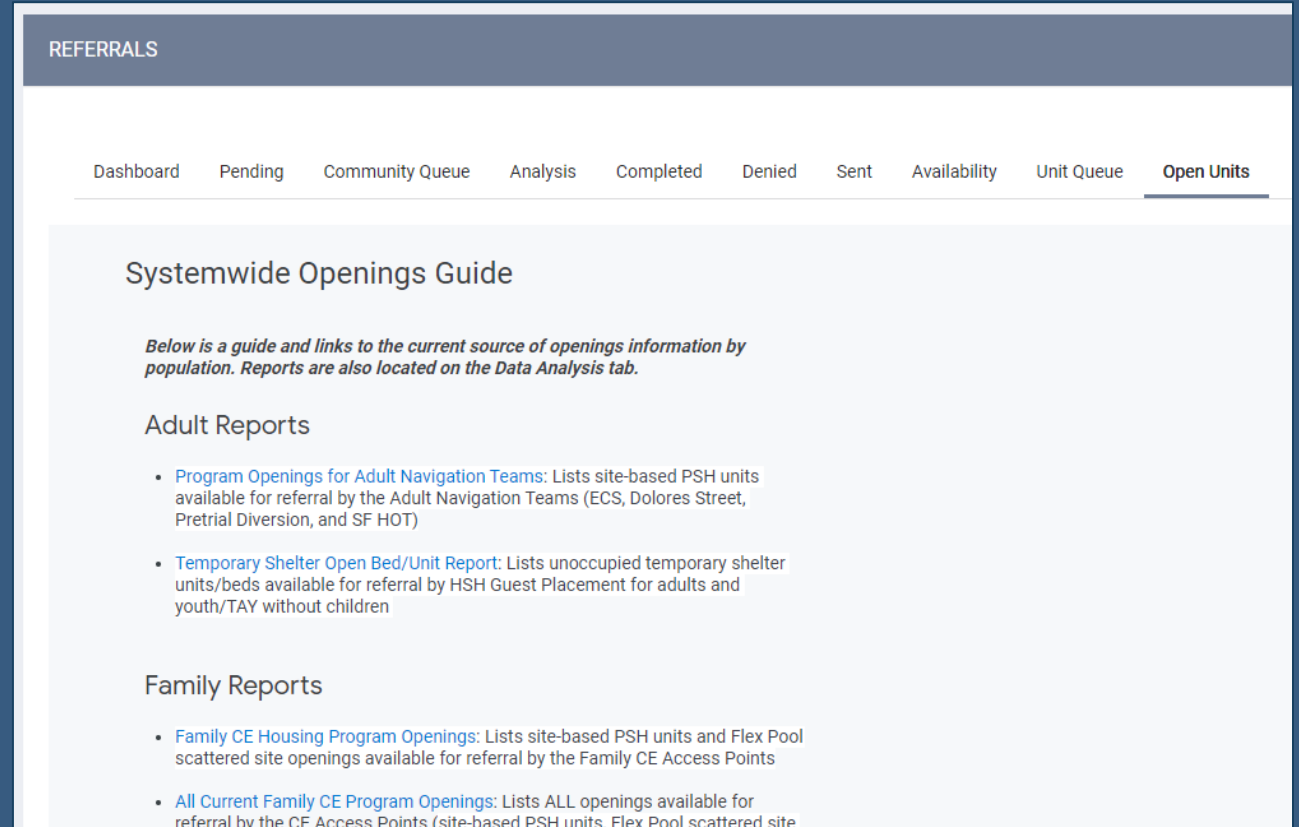


Review Open Units
Report

Identify

Location of Open Units Reports






- “Systemwide Openings Guide” located under the *Open Units Tab* under Referrals
 - Links to both the Adult and HAT Open PSH Units reports
- Reports are also located on the Data Analysis tab under “Adult CES” heading



The screenshot displays the 'REFERRALS' dashboard with a navigation bar at the top containing the following tabs: Dashboard, Pending, Community Queue, Analysis, Completed, Denied, Sent, Availability, Unit Queue, and Open Units. The 'Open Units' tab is currently selected and underlined. Below the navigation bar, the main content area is titled 'Systemwide Openings Guide'. It includes a sub-header 'Systemwide Openings Guide' and a paragraph stating: 'Below is a guide and links to the current source of openings information by population. Reports are also located on the Data Analysis tab.' The content is organized into two sections: 'Adult Reports' and 'Family Reports'. Under 'Adult Reports', there are two bullet points: '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)' and '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'. Under 'Family Reports', there are two bullet points: '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' and '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'.

Open PSH Units Reports




- Contains only site-based PSH units
- Review available unit and attributes
- Can filter and sort to find units with specific attributes

Adult Open PSH Units (DRAFT)   just now   

Agency Name Building Name Current Availability Property Manager Elevator Wheelchair Accessible Building

ADA Accessible Building Access to On-Site Nursing Services ADA Unit Bathroom Kitchen Min Occupancy

Adult Open PSH Units (DRAFT)

	Agency Name ^	Building Name ^	Program Name ^	Unit Name ^	Unit Population - Size - Funding	Current Availability	Client Full Name	Property Manager	Elevator
1	Bay View Hunters Point Multipurpose Senior Services	Dr. Davis Senior Community	Dr. Davis Senior Community- HUD PBV	211	Adult 62+ - 1BR-HUD PBV	Available		John Stewart Company	Yes
2	Bay View Hunters Point Multipurpose Senior Services	Dr. Davis Senior Community	Dr. Davis Senior Community- HUD PBV	216	Adult 62+ - 1BR-HUD PBV	Available		John Stewart Company	Yes
3	Bay View Hunters Point Multipurpose Senior Services	Dr. Davis Senior Community	Dr. Davis Senior Community- HUD PBV	224	Adult 62+ - 1BR-HUD PBV	Available		John Stewart Company	Yes

Workflow

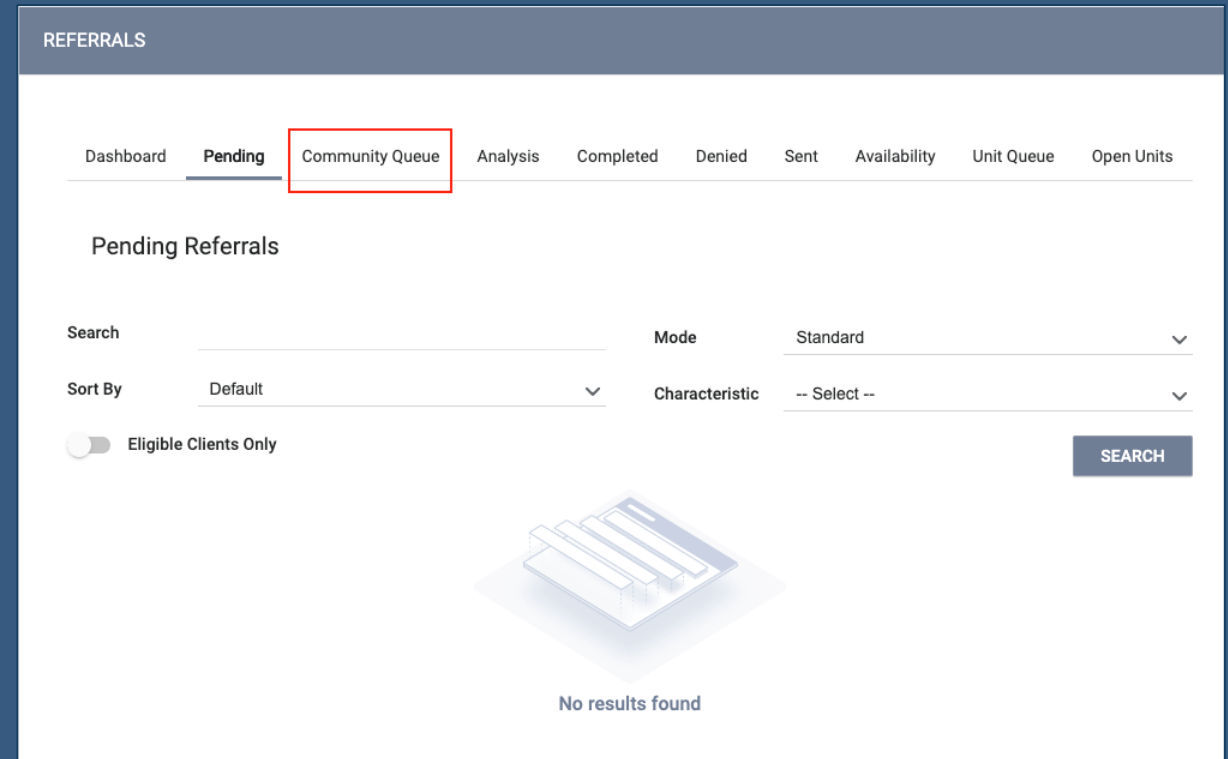
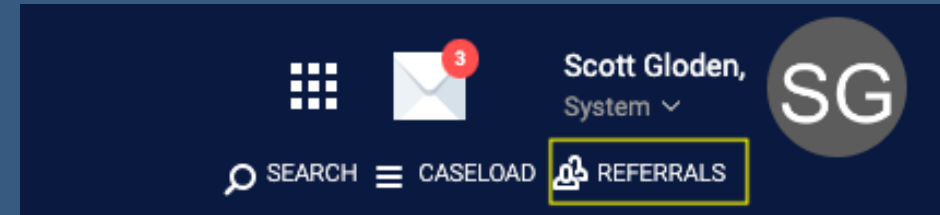


Refer to Unit

Refer

Referrals

- Navigate back to the *Referrals* section
- Click *Community Queue*




Selecting Clients

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

Community Queue

< CAAP PSH Queue **Permanent Supportive Housing Queue** Rapid Rehousing Queue SFHA - EHV >

☒ Eligible Clients Only

Date 01/26/2024 

Search

Active Agency TRAIN - Abode Services ▼

Project Verona - GF ▼

Filter Type Standard ▼

Mode Standard ▼

Characteristic -- Select -- ▼

Sort By Default ▼

SEARCH

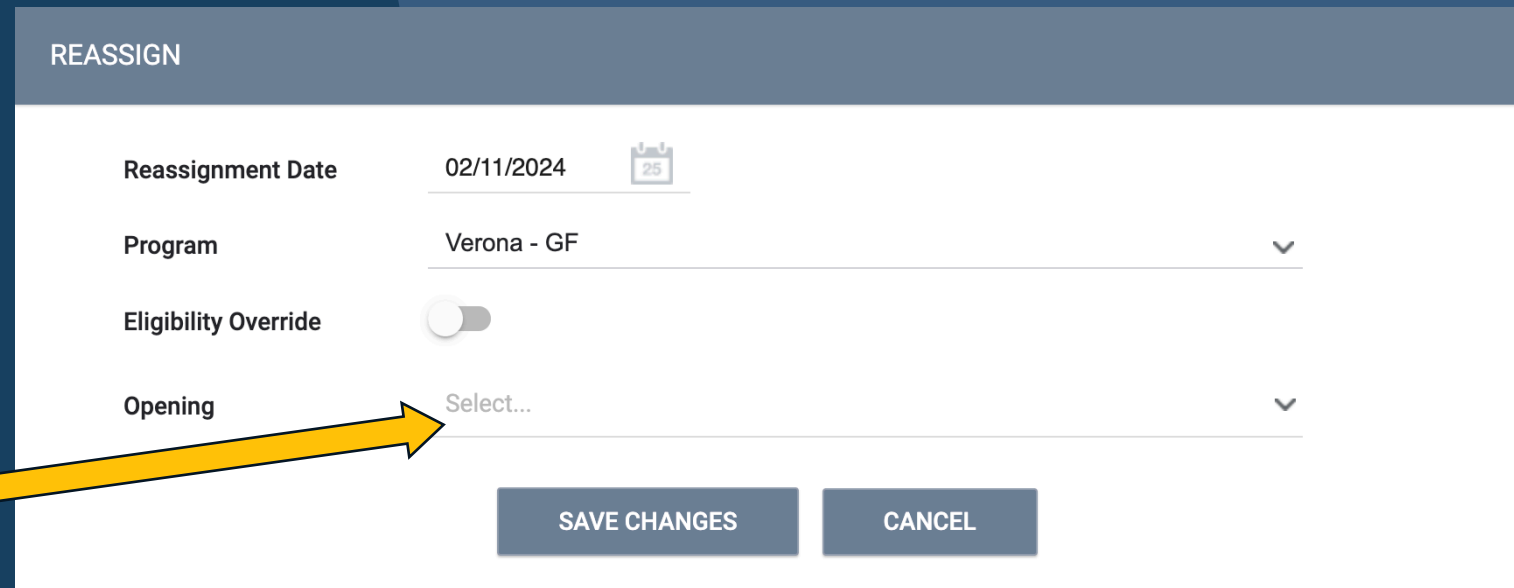
- Select the *Active Agency*
- Can turn on *Eligible Clients Only*
- Select the applicable program under *Project* dropdown



Reassigning a Client

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

*Opening dropdown will
show Available Units
(versus Program Openings)*



The screenshot shows a 'REASSIGN' form with the following fields:






- Reassignment Date:** 02/11/2024 (with a calendar icon showing the 25th)
- Program:** Verona - GF (with a dropdown arrow)
- Eligibility Override:** A toggle switch currently turned off.
- Opening:** Select... (with a dropdown arrow)

At the bottom of the form are two buttons: 'SAVE CHANGES' and 'CANCEL'. A yellow arrow points from the text on the left to the 'Opening' dropdown menu.



Other Reports and Dashboards

Properties of Buildings and Units






Properties of Buildings Report   just now   

Agency Building Building Status Is this housing or shelter/navigation center?

Site-Based PSH Buildings

	Agency	Building Name	Building Status	Property Manager
1	Abode Services	City Gardens	Active	Housing For Independent People
2	Abode Services	Verona Hotel	Active	Abode Services
3	Bay View Hunters Point Multipurpose Senior Services	Dr. Davis Senior Community	Active	John Stewart Company
4	Bayview Hunters Point Foundation for Community Improvement	Arlington Residence	Active	Mercy Housing
5	Bayview Hunters Point Foundation for Community Improvement	Bayview Hill Gardens	Active	Mercy Housing
6	Bayview Hunters Point Foundation for Community Improvement	Monterey Boulevard Apartments	Active	Caritas Management Corporation
7	Catholic Charities CYO	10th and Mission	Active	Mercy Housing
8	Catholic Charities CYO	Edith Witt Senior Community	Active	Mercy Housing
9	Catholic Charities CYO	Hazel Betsey Community	Active	Caritas Management Corporation

Displays information tracked in ONE about Buildings, including accessibility attributes and property manager detail

Properties of Units Report   1m ago   

Agency Name Building Name Building Status Is this housing or shelter/navigation center?

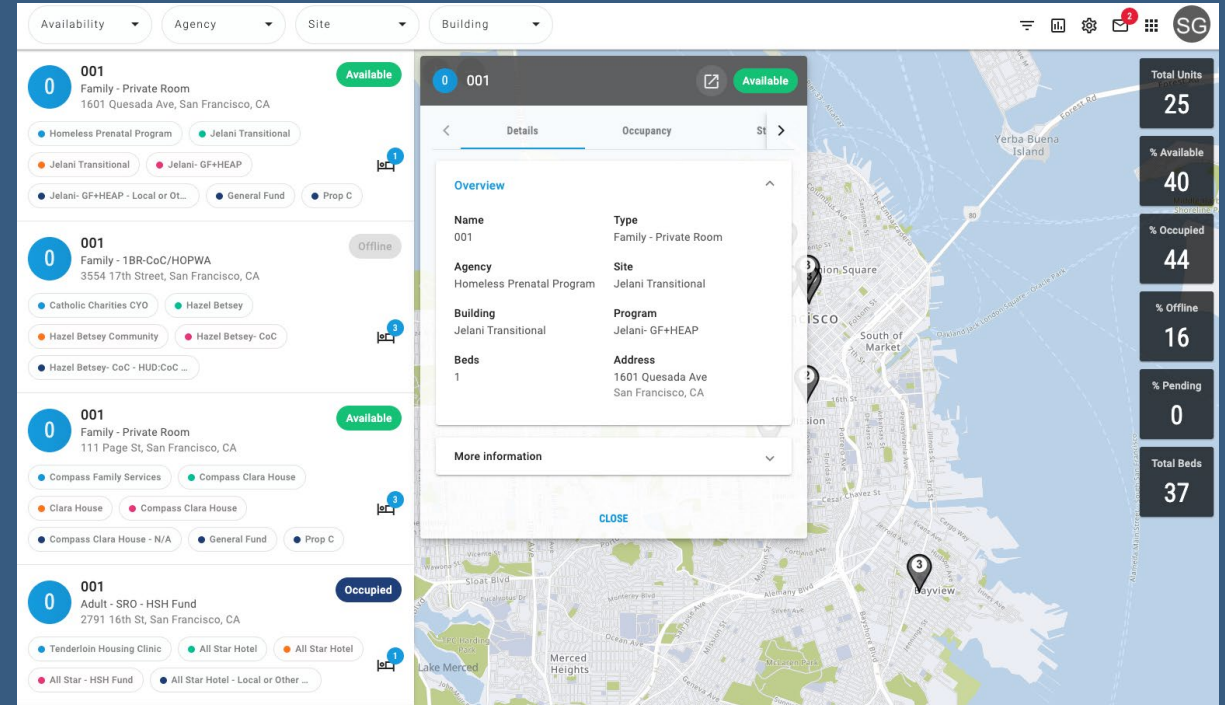
Site-Based PSH Units

	Agency	Building Name	Unit Name	Unit Status	Program Associated to Unit	Population - Unit Type - Funding Source
1	Abode Services	City Gardens	201	Active	City Gardens - HUD PBV	Family - 5BR - HUD PBV
2	Abode Services	City Gardens	202	Active	City Gardens - Prop C	Family - 2BR - Prop C
3	Abode Services	City Gardens	203	Active	City Gardens - Prop C	Family - 4BR - Prop C
4	Abode Services	City Gardens	204	Active	City Gardens - Prop C	Family - 2BR - Prop C
5	Abode Services	City Gardens	205	Active	City Gardens - Prop C	Family - 4BR - Prop C
6	Abode Services	City Gardens	206	Offline	City Gardens - Prop C	Family - 2BR - Prop C
7	Abode Services	City Gardens	207	Offline	City Gardens - Prop C	Family - 4BR - Prop C
8	Abode Services	City Gardens	208	Offline	City Gardens - Prop C	Family - 2BR - Prop C
9	Abode Services	City Gardens	209	Active	City Gardens - HUD PBV	Family - 4BR - HUD PBV
10	Abode Services	City Gardens	210	Inactive	City Gardens - Prop C	Family - 4BR - Prop C
11	Abode Services	City Gardens	211	Inactive	City Gardens - Prop C	Family - 2BR - Prop C
12	Abode Services	City Gardens	212	Offline	City Gardens - Prop C	Family - 4BR - Prop C
13	Abode Services	City Gardens	213	Offline	City Gardens - Prop C	Family - 2BR - Prop C
14	Abode Services	City Gardens	214	Active	City Gardens - Prop C	Family - 4BR - Prop C
15	Abode Services	City Gardens	215	Active	City Gardens - Prop C	Family - 2BR - Prop C
16	Abode Services	City Gardens	216	Active	City Gardens - HUD PBV	Family - 2BR - HUD PBV
17	Abode Services	City Gardens	217	Active	City Gardens - HUD PBV	Family - 2BR - HUD PBV

Displays information tracked in ONE about Units, including current status and accessibility features of each unit

INVENTORY Dashboard

- Can filter dashboard to view available, occupied or offline units associated with an agency or building
- Utilize custom filters to refine search
- Display cards show additional details about a unit



What's Next: Implementation Schedule

- No new referrals to site-based Permanent Supportive Housing from March 7-11th (Thursday through Monday)
- During blackout period:
 - Reports will be updated and refreshed
 - Pending referrals to program openings will be replaced with a referral to the corresponding inventory unit
 - Any available units without a corresponding program opening will be made offline with the reason "Status Unknown"

What's Next: Implementation Schedule

• Go Live is Tuesday, **March 12th**

• After Go Live:

- Housing providers **MUST** review “Unknown Status” units and update to the correct status
- The HSH ONE System Team will reach out to provide support with resolving discrepancies identified during the blackout period if necessary
- Housing providers can see their “Unknown Status” offline units by running the **Building Roster** or **Inventory Snapshot** reports after March 12th.

What if I need support?



- Training slides and videos will be available on the [help site](#)
- The HSH ONE Team will be following up in the next few weeks to check in with your team to ensure everything is going smoothly
- Office hours: March 26th ([register here](#))
- Reply to communications from the HSH ONE System team
- Contact the help desk by email at onesf@bitfocus.com or phone 415/429-4211
- Community system admin team: onesf-admin@bitfocus.com

Thank you!

