ONE System Housing Inventory

Final Phase Go Live – Adult Coordinated Entry
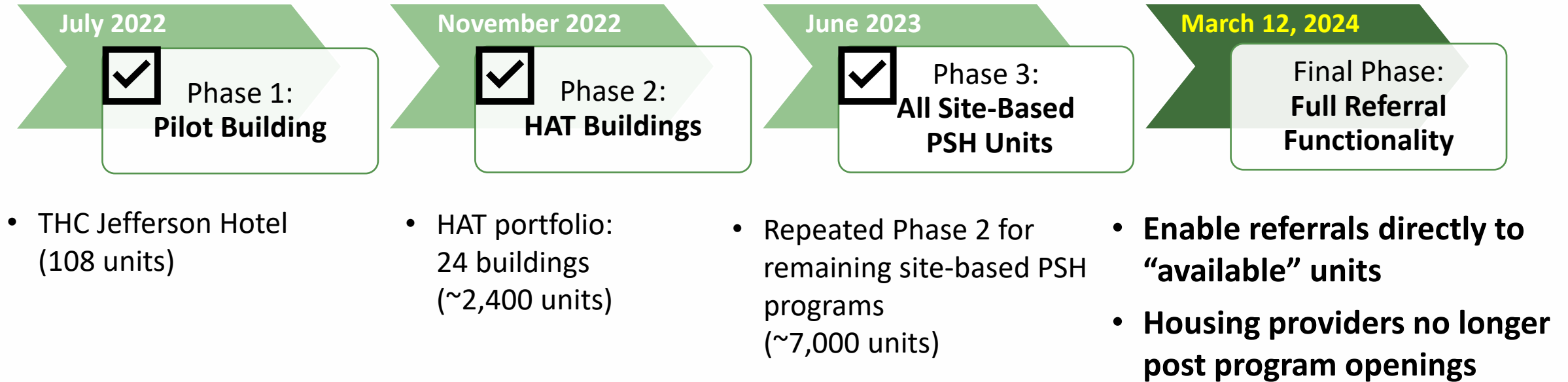
March 5, 2024

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

July 2022

☑ Phase 1:
Pilot Building

- THC Jefferson Hotel (108 units)

November 2022

☑ Phase 2:
HAT Buildings

- HAT portfolio: 24 buildings (~2,400 units)

June 2023

☑ Phase 3:
All Site-Based PSH Units

- Repeated Phase 2 for remaining site-based PSH programs (~7,000 units)

March 12, 2024

Final Phase:
Full Referral Functionality

- **Enable referrals directly to "available" units**
- **Housing providers no longer post program openings**

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

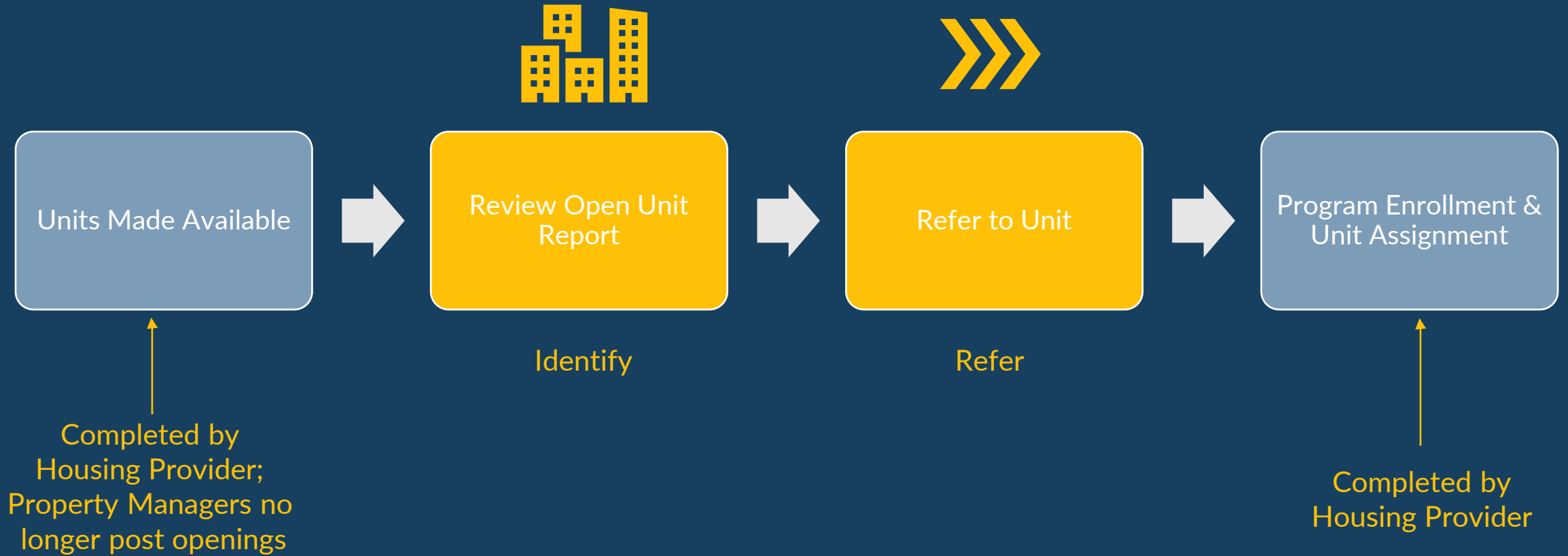# Inventory in ONE

Sites ⟫ Buildings ⟫ Units ⟫ Units Attributes
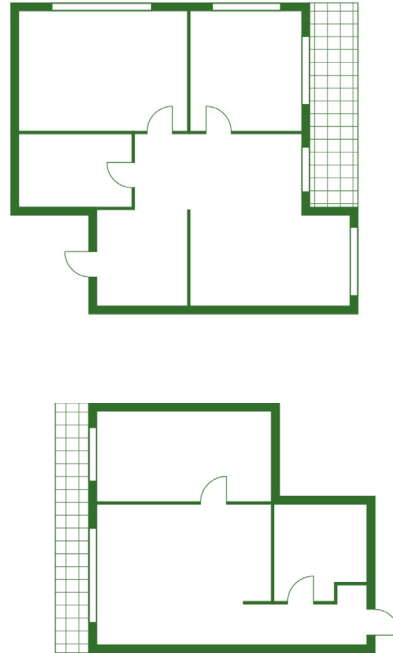
What Inventory Does

- 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

Units Made Available → Review Open Unit Report → Refer to Unit → Program Enrollment & Unit Assignment

Identify

Refer

Completed by Housing Provider; Property Managers no longer post openings

Completed by Housing Provider

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Workflow
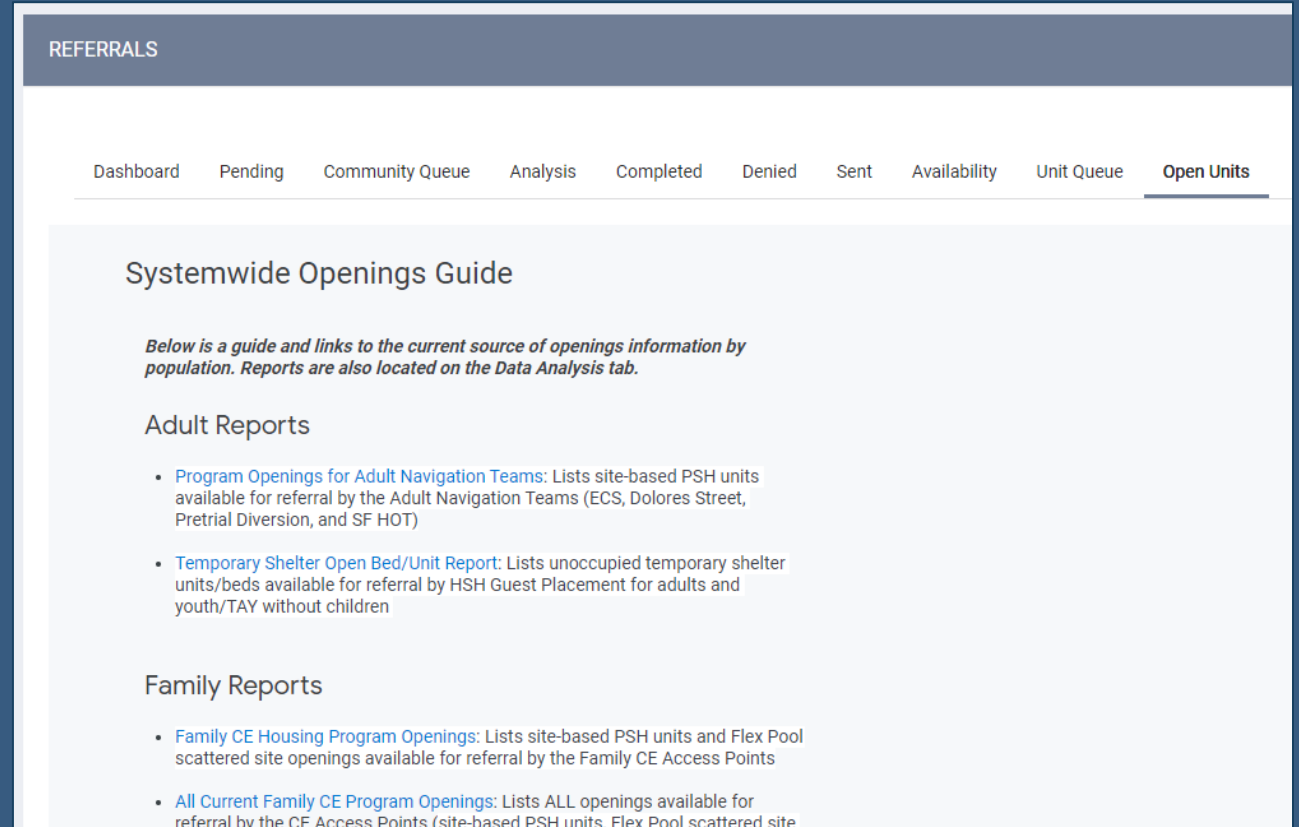
Review Open Units Report

Identify

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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

Open PSH Units Reports

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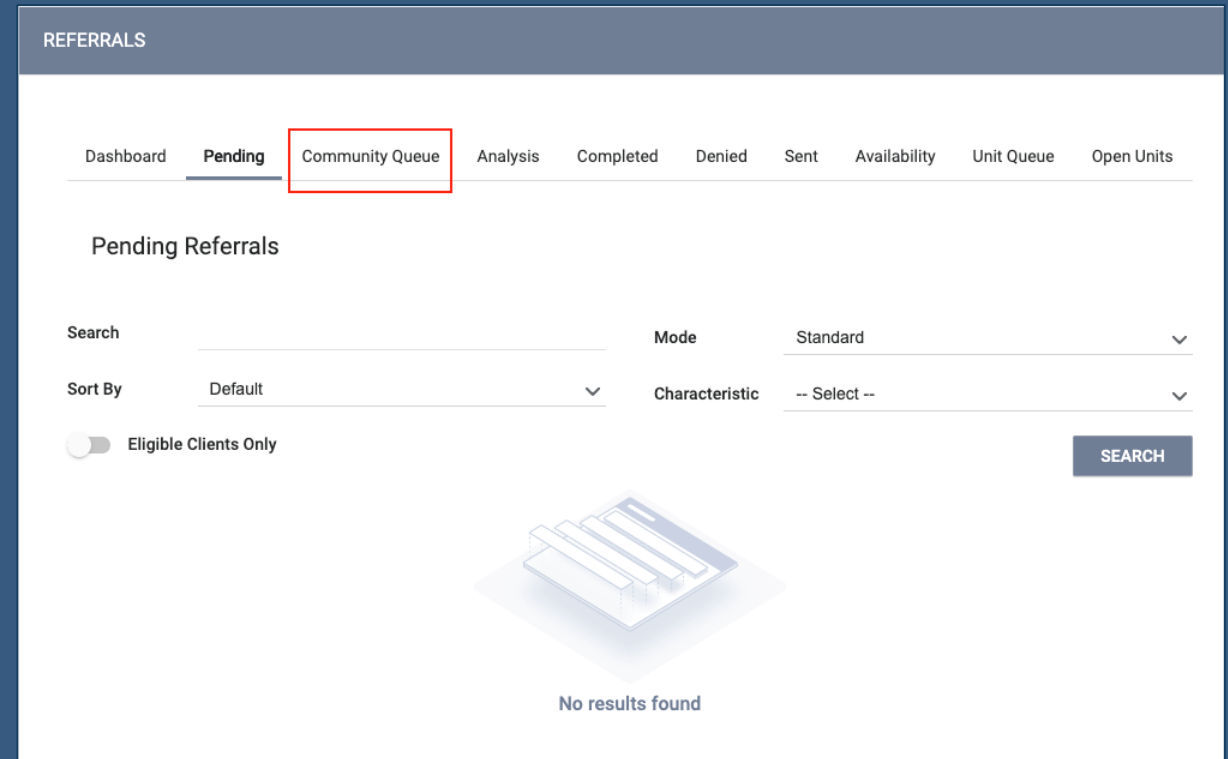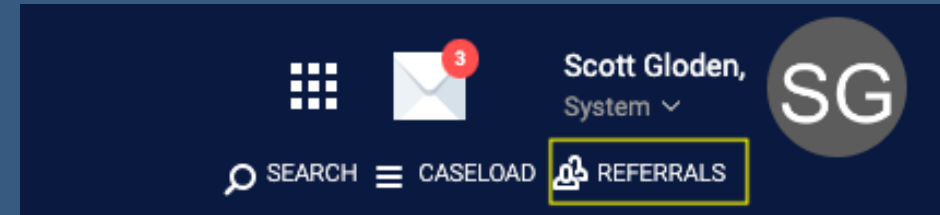- Can filter and sort to find units with specific attributes

Workflow

>>

Refer to Unit

Refer

Referrals

- Navigate back to the *Referrals* section

- Click *Community Queue*
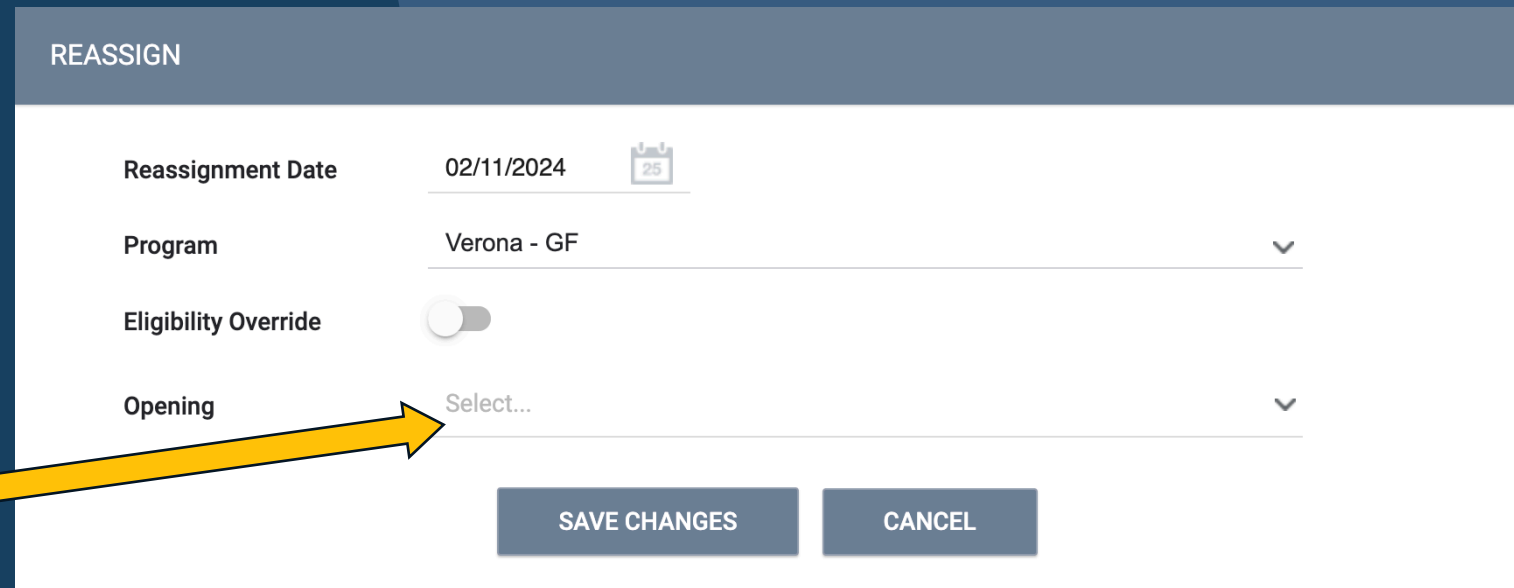
Selecting Clients

- 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)

REASSIGN

Reassignment Date	02/11/2024
Program	Verona - GF
Eligibility Override	
Opening	Select...

SAVE CHANGES   CANCEL

Other Reports and Dashboards

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Properties of Buildings and Units

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

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
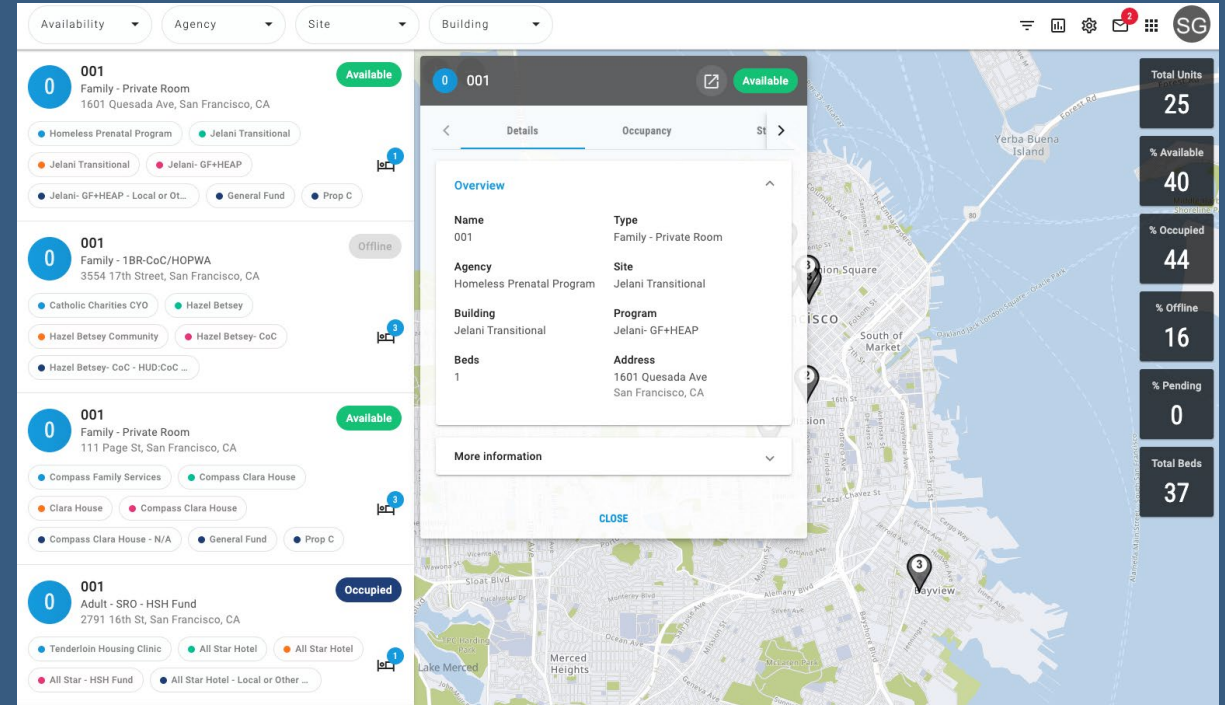
What's Next: Implementation Schedule

- 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!