



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# ONE System Housing Inventory

Final Phase Go Live – Family & Youth Coordinated Entry

February 29, 2024



# Checking In

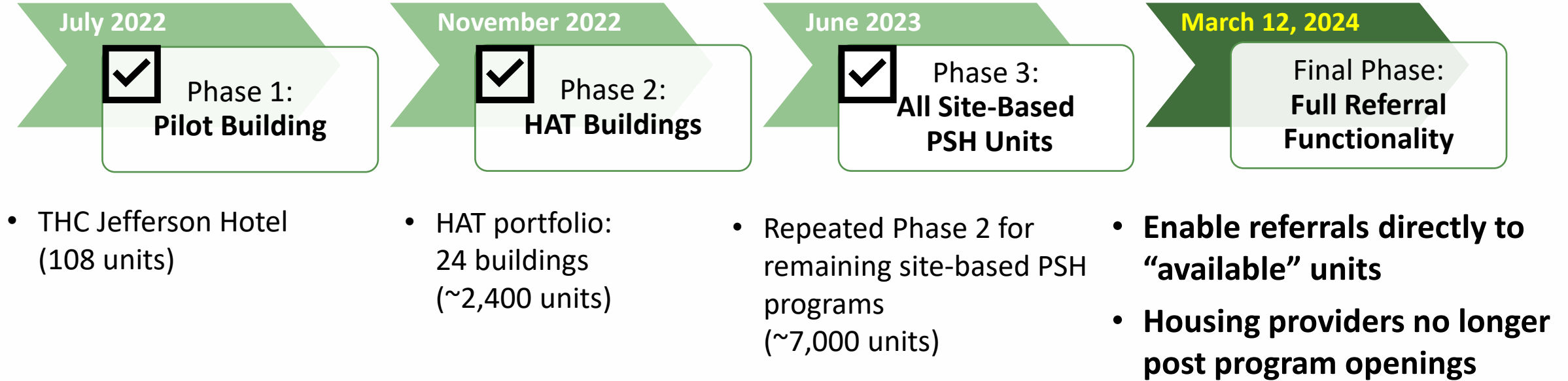
Presenting today:

<b>HSH</b>	Laura Jessup (they/them), ONE System Organizational Change Manager
<b>Bitfocus</b>	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



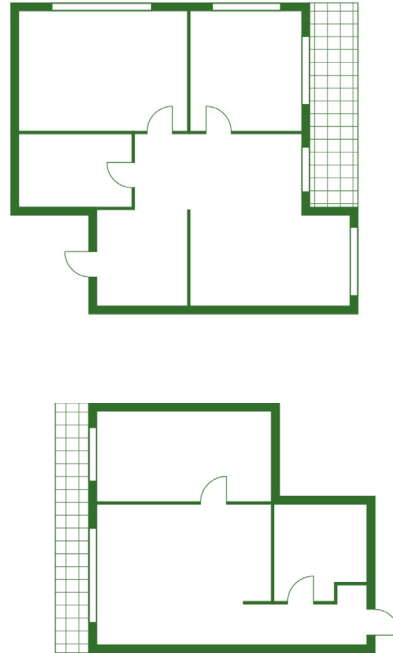
# Inventory in ONE

- 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



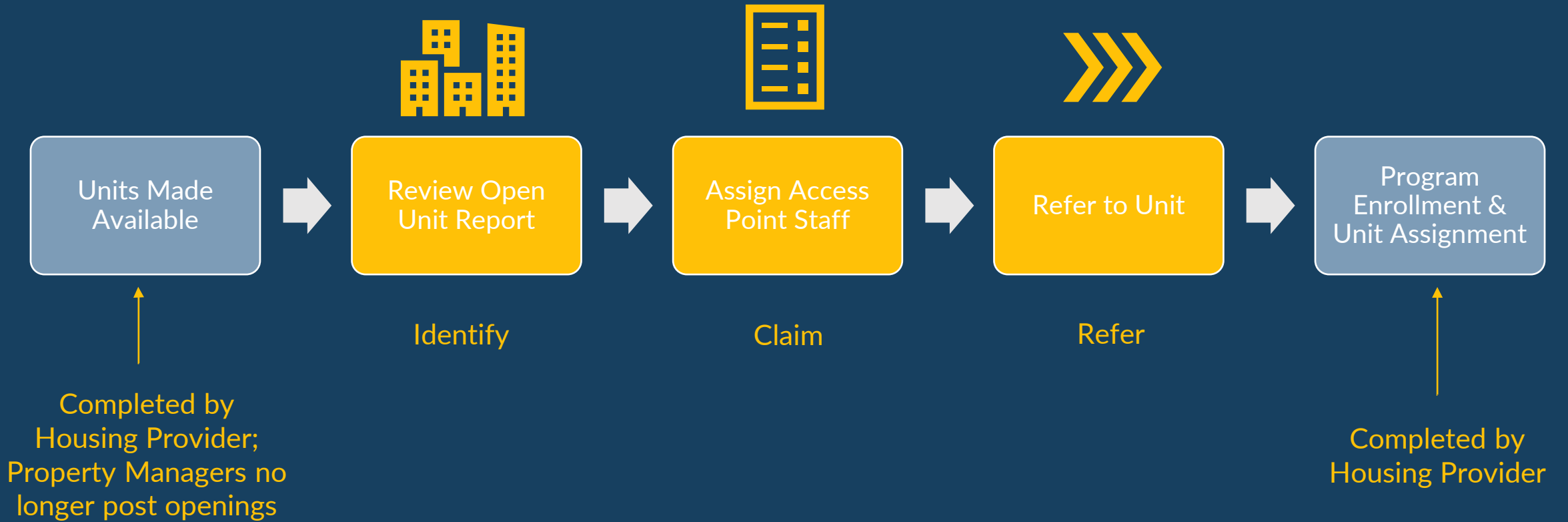
# What Inventory Does

- 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

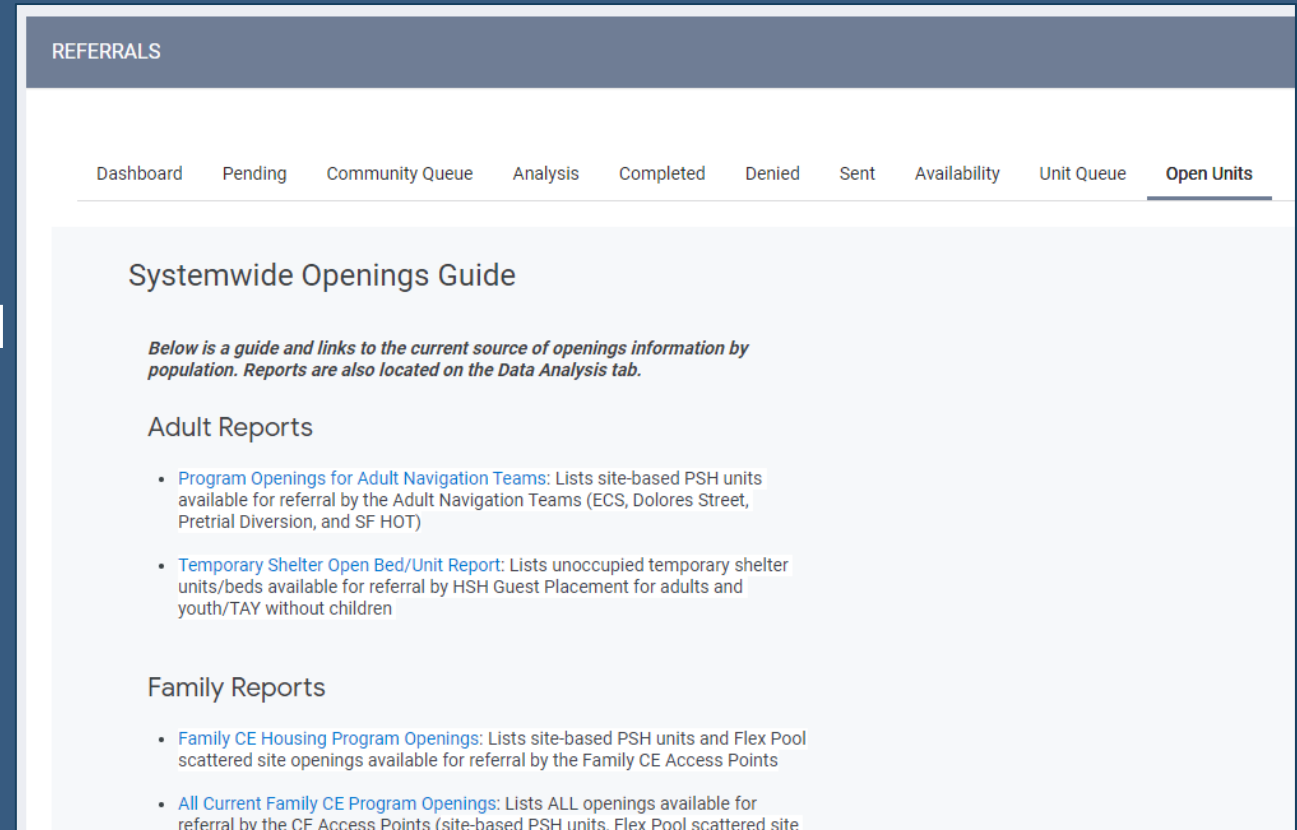


Review Open Units  
Report

Identify

# Location of Open Units Reports

- “Systemwide Openings Guide” located under the *Open Units Tab* under Referrals
  - Links to both the Family and Youth Open PSH Units reports
  - Reports for Flex Pool, RRH, and Shelter openings also listed/linked (no change in workflow or use of Inventory units for these programs)
- Reports are also located on the Data Analysis tab under “Family CES” and “Youth CES” headings



# Open PSH Units Reports

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

Family Open PSH Units (DRAFT)									
Agency Name ^	Building Name ^	Program Name ^	Unit Name ^	Link to Unit Page	Unit Population - Size - Funding	Current Availability	Availability Date	Client Full Name	
Abode Services	City Gardens	City Gardens - Prop C	423	10188 ...	Family - 2BR - Prop C	Available	2024-01-29	Ø	
Abode Services	City Gardens	City Gardens - Prop C	526	10200 ...	Family - 2BR - Prop C	Available	2024-02-05	Ø	
Abode Services	City Gardens	City Gardens - Prop C	724	10221 ...	Family - 2BR - Prop C	Available	2024-01-30	Ø	
Bayview Hunters Point Foundation for Community Improvement	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	102	3745 ...	Family - 3BR-HUD PBV	Available	1985-01-06	Ø	
Bayview Hunters Point Foundation for Community Improvement	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	105	3729 ...	Family - 2BR-HUD PBV	Available	1985-01-06	Ø	
Bayview Hunters Point Foundation for	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	204	3775 ...	Family - 1BR-HUD PBV	Available	2023-06-12	Ø	



# Workflow



Assign Access Point  
Staff

Claim

# Claiming Units


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

Family Open PSH Units (DRAFT)						
	Agency Name ^	Building Name ^	Program Name ^	Unit Name ^	Link to Unit Page	Unit Population - Size - Funding
1	Abode Services	City Gardens	City Gardens - Prop C	423	10188	Family - 2BR - Prop C
2	Abode Services	City Gardens	City Gardens - Prop C	526	10200	Family - 2BR - Prop C
3	Abode Services	City Gardens	City Gardens - Prop C	724	10221	Family - 2BR - Prop C
4	Bayview Hunters Point Foundation for Community Improvement	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	102	3745	Family - 3BR-HUD PBV


# Claiming Units


- Select appropriate “Referral Channel”
- Add Access Point to “Access Point Staff Responsible for Filling Unit”
- Add "Initial Date Unit Assigned to Access Point Staff to Fill"
- Include additional notes (if helpful)

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

Referral Channel Select 

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

SAVE CHANGES CANCEL


✓ Select

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


# If Unit is Reassigned to a Different Access Point to Fill


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

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

Referral Channel Select 

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

SAVE CHANGES CANCEL

# Workflow



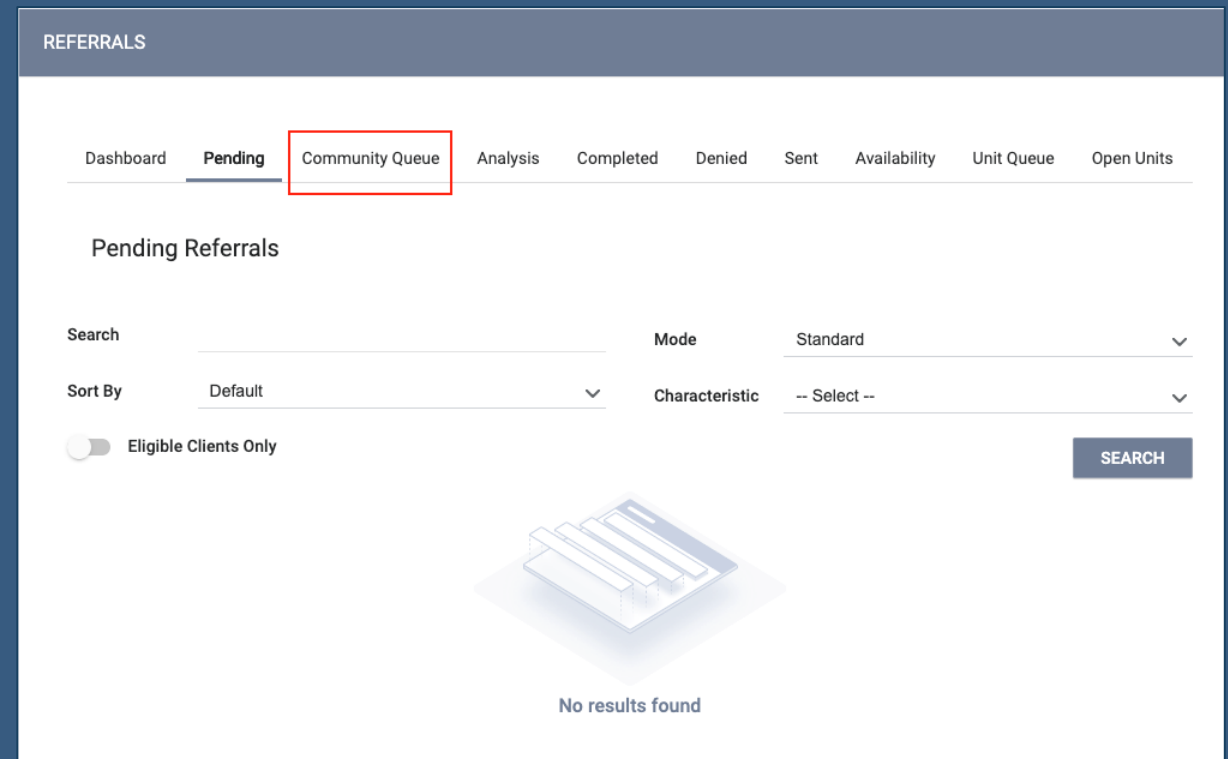
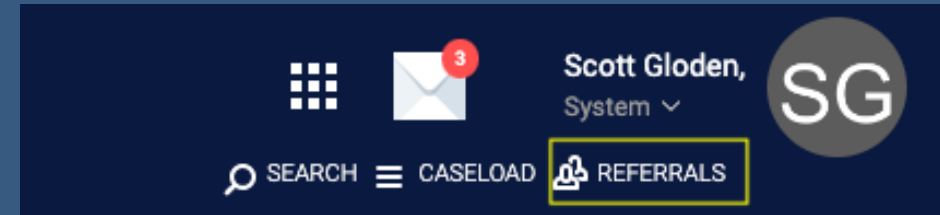
Refer to Unit

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

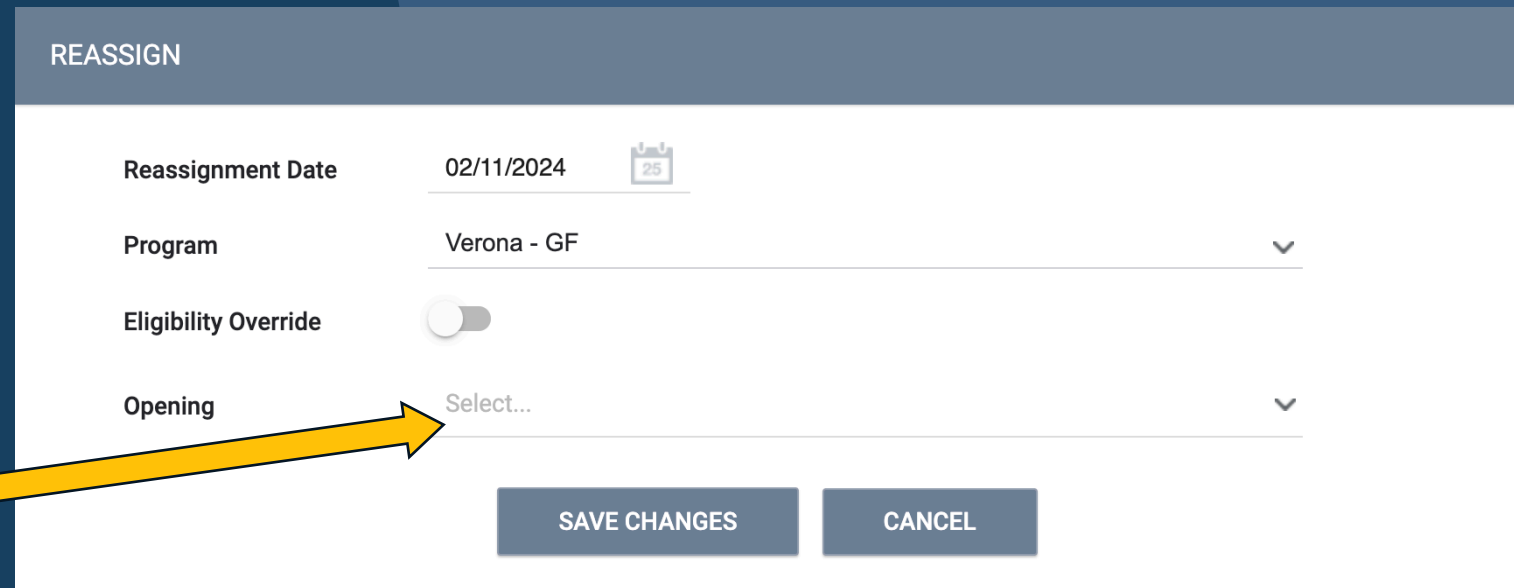
- Select the *Active Agency*
- Can turn on *Eligible Clients Only*
- Select the applicable program under *Project* dropdown



# Reassigning a Client

- Scroll to the *Reassign* section
- Select the applicable program
- Select the claimed 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?

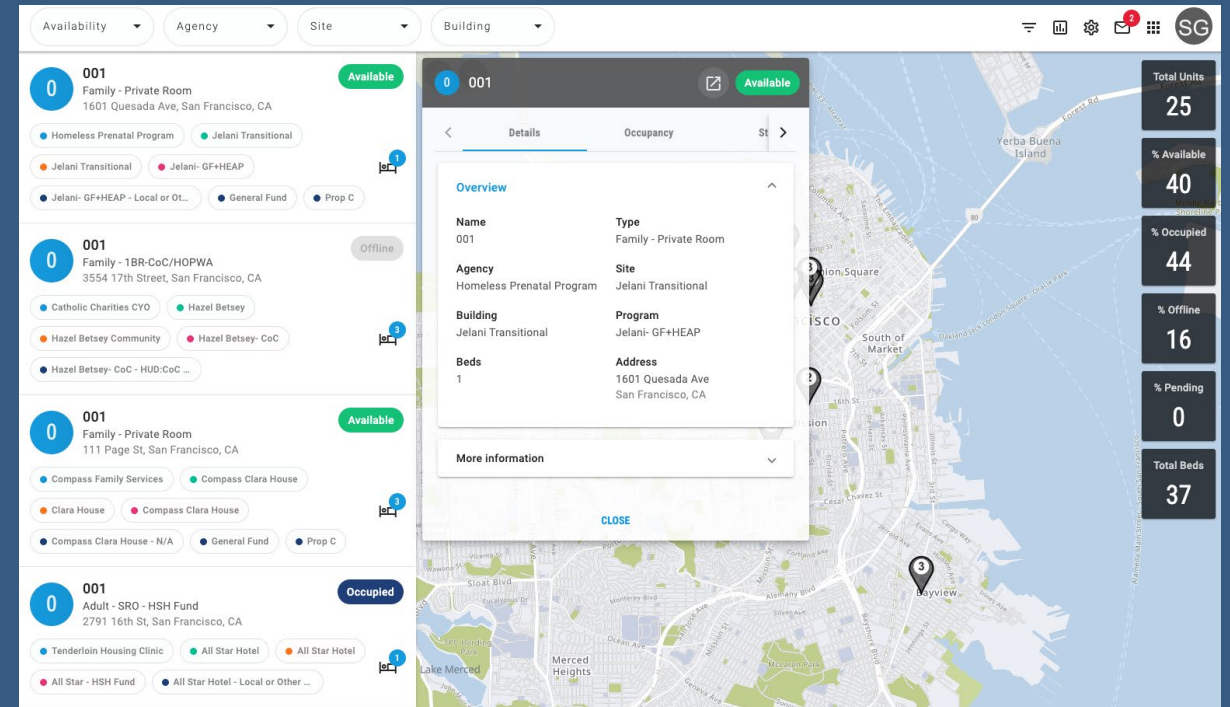
Site-Based PSH Units

	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 7-11<sup>th</sup> (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 12<sup>th</sup>**

• 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 12<sup>th</sup>.



# 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 26<sup>th</sup> ([register here](#))
- Reply to communications from the HSH ONE System team
- Contact the help desk by email at [onesf@bitfocus.com](mailto:onesf@bitfocus.com) or phone 415/429-4211
- Community system admin team: [onesf-admin@bitfocus.com](mailto:onesf-admin@bitfocus.com)

# Thank you!

