DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

ONE System Housing Inventory

Final Phase Go Live – Housing Providers

February 28, 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**

Workflow

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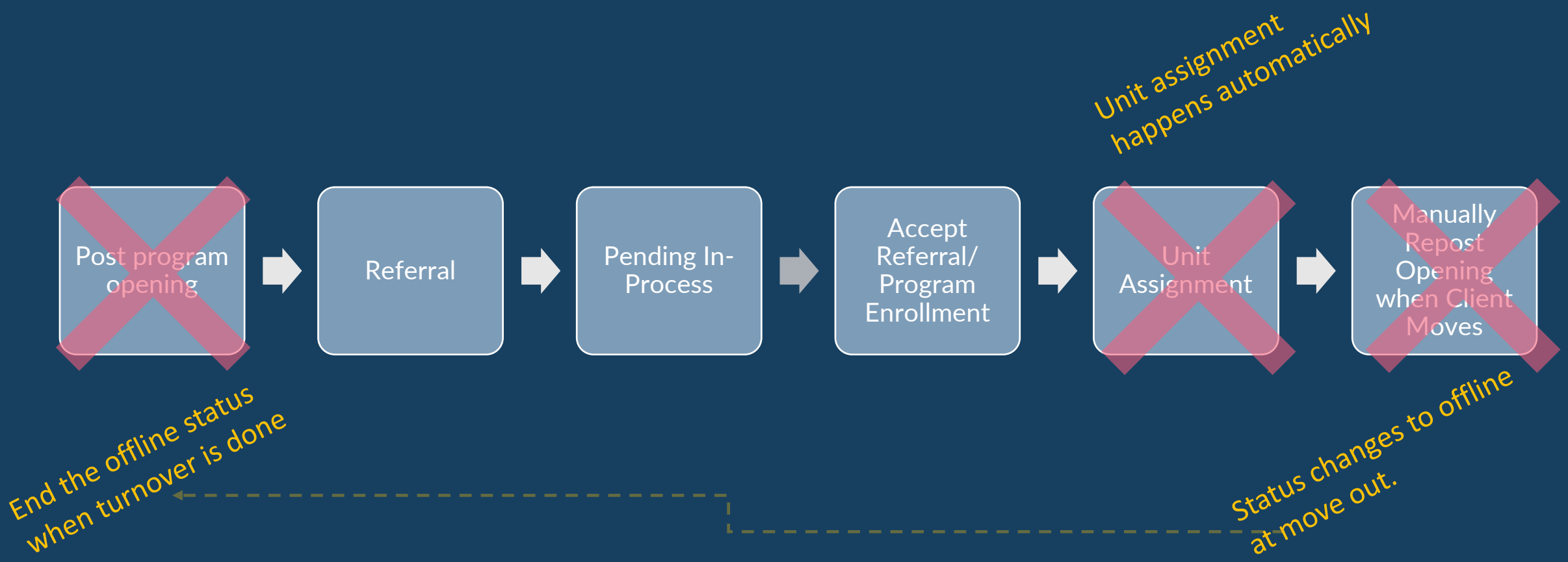
Workflow Changes



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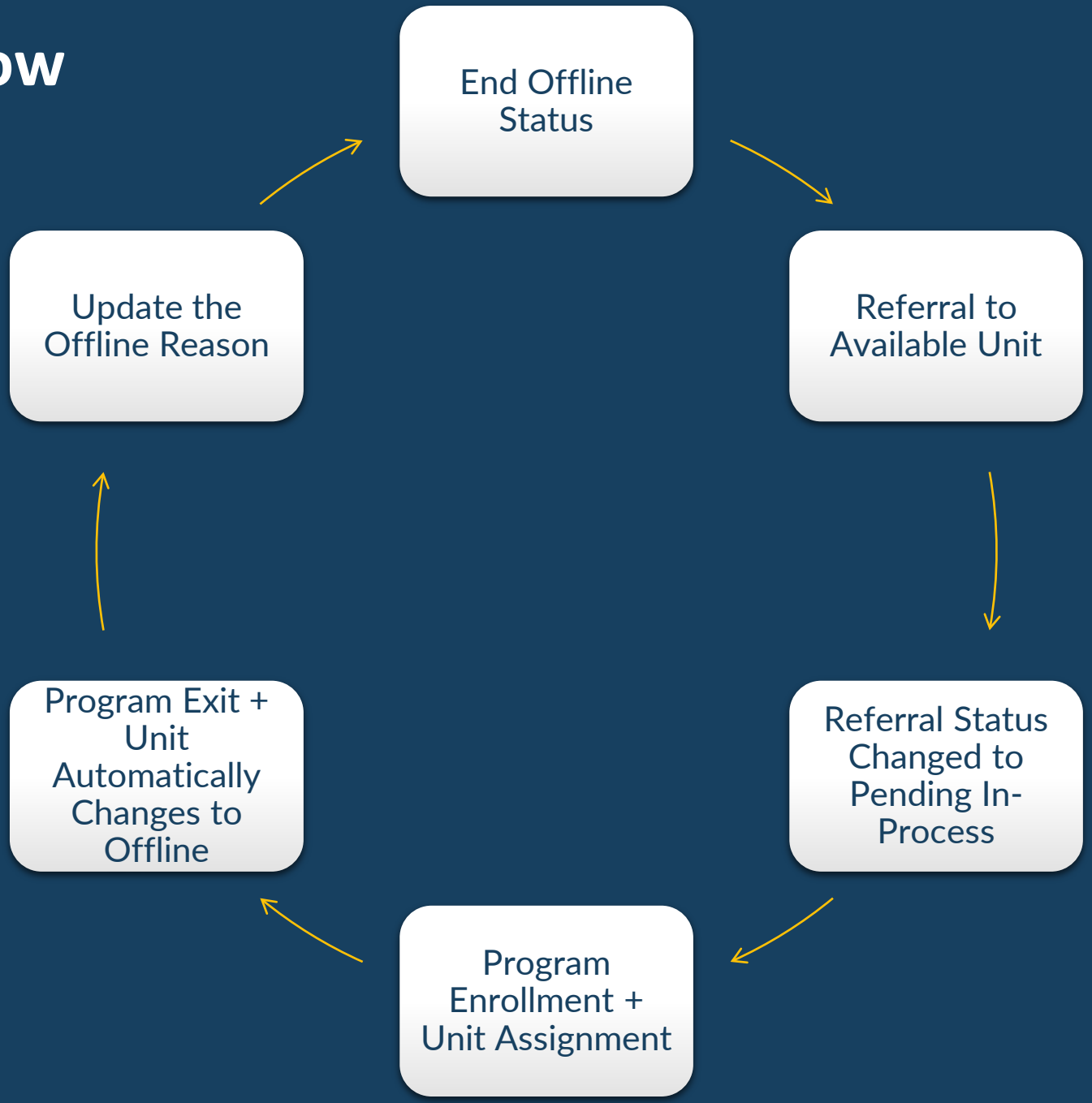
New Workflow



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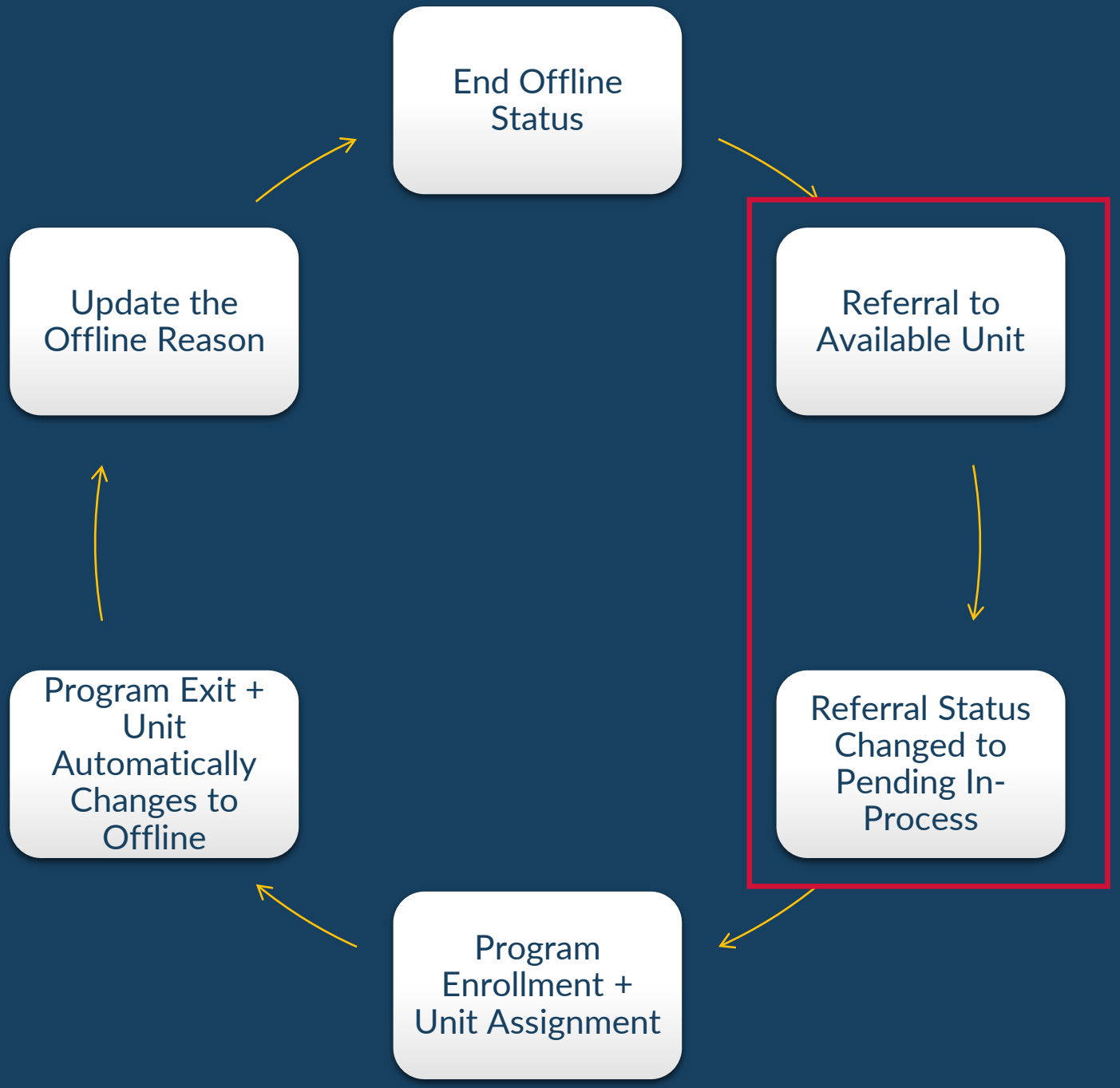
Referral



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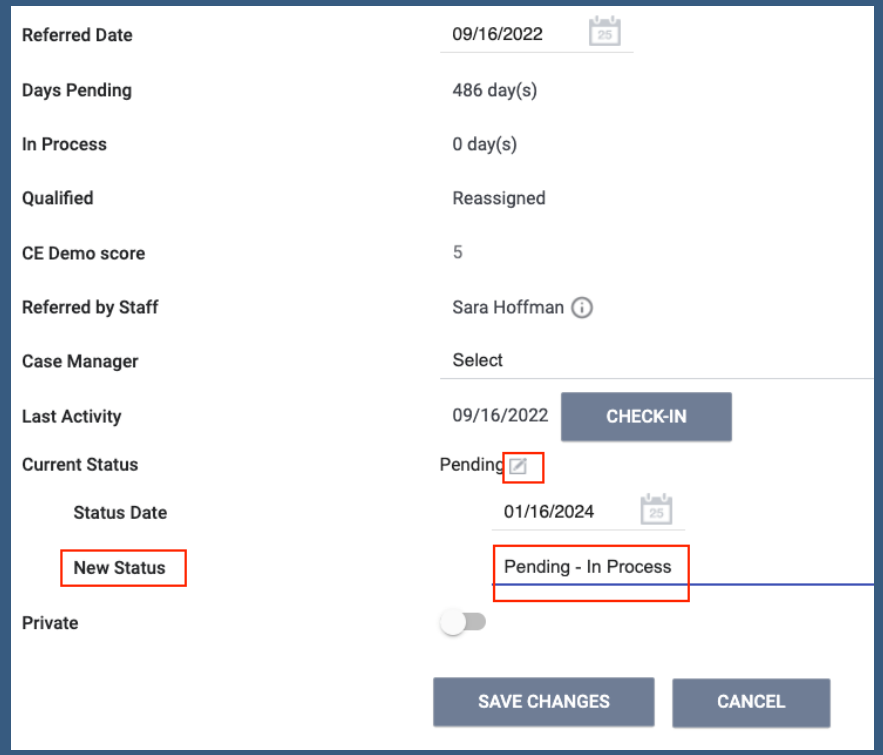
Pending In-Process

- Change the referral status under the *Pending Tab*
- Property managers change to *Pending In-Process* within 2 days of receiving referral
- Notifies the access points the referral was received



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Denied Referrals

- If a client refuses housing or is deemed ineligible, property managers will:
  - Send client back to the *Community Queue*
  - Select denial type
  - Provide additional details

Status	Denied
Send to Community Queue	Yes
Denied By Type	Provider
Denied Reason	Lack of Eligibility
Denial Information	The client is over income

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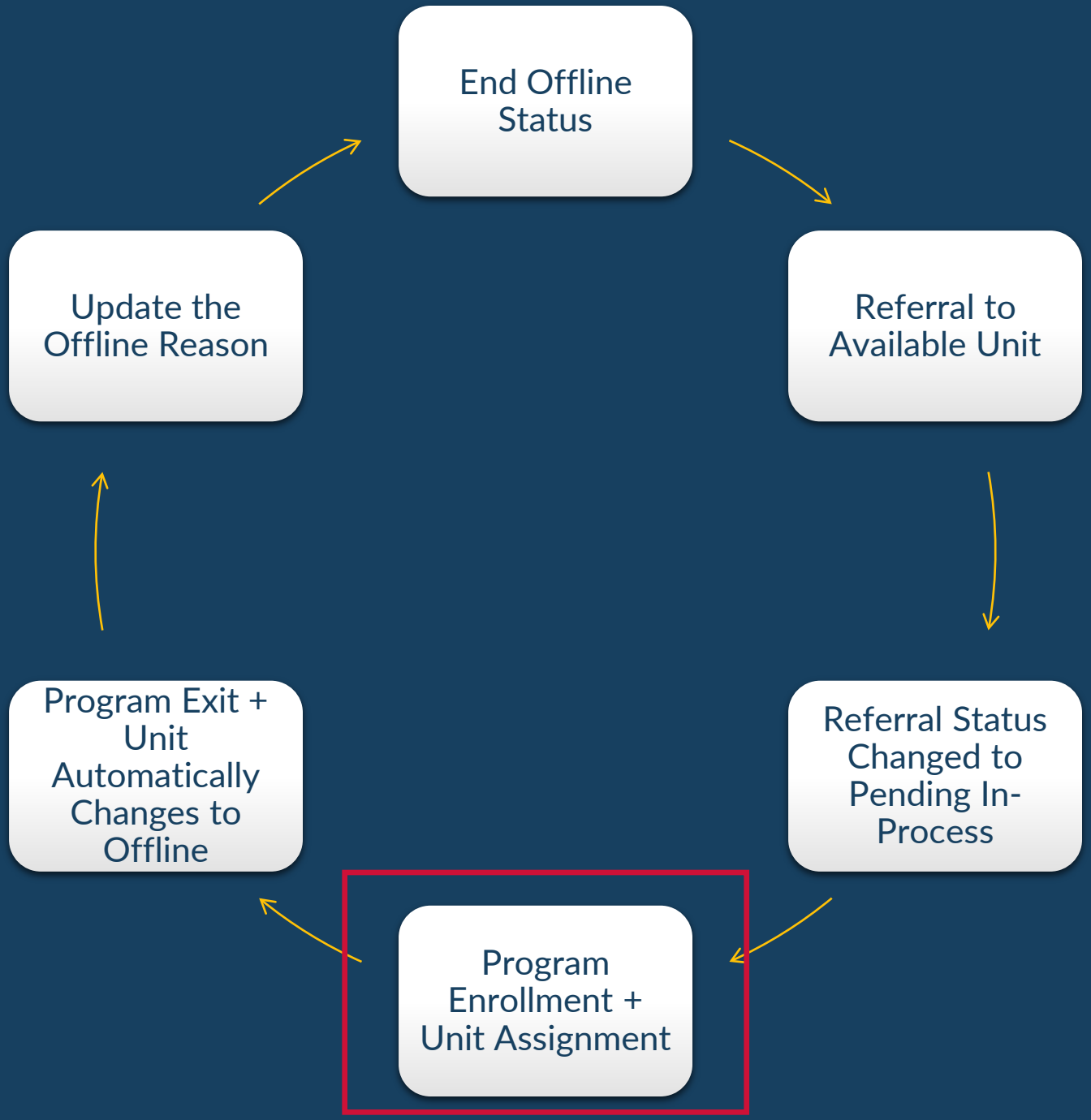
Enrollment + Unit Assignment



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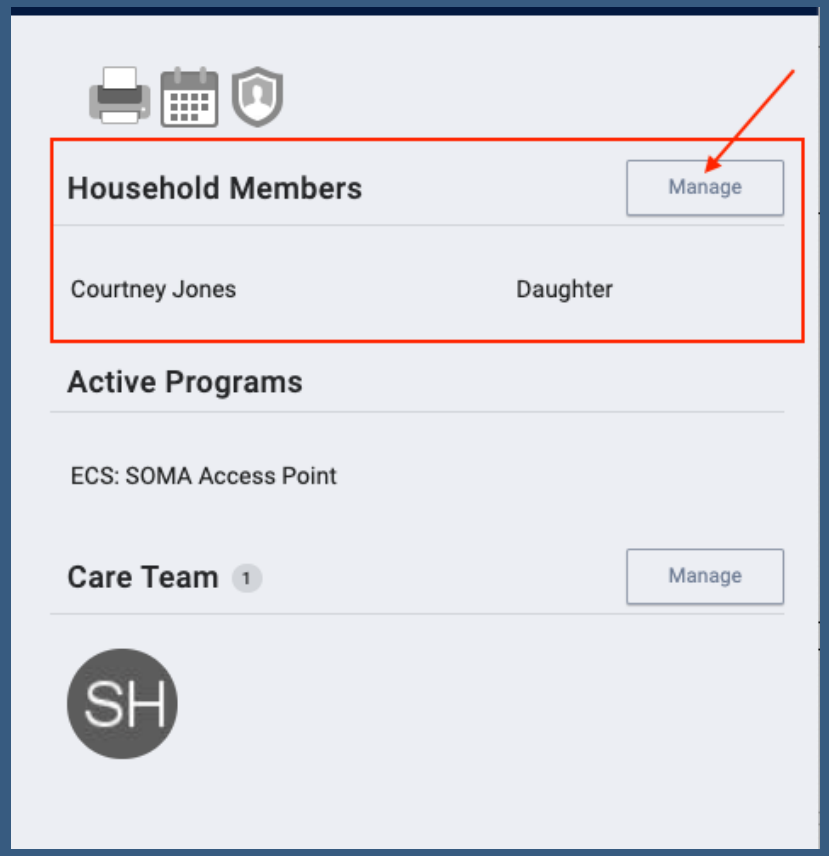
Household Composition

- From the client profile page, confirm the household composition is correct
- Add or remove people if needed



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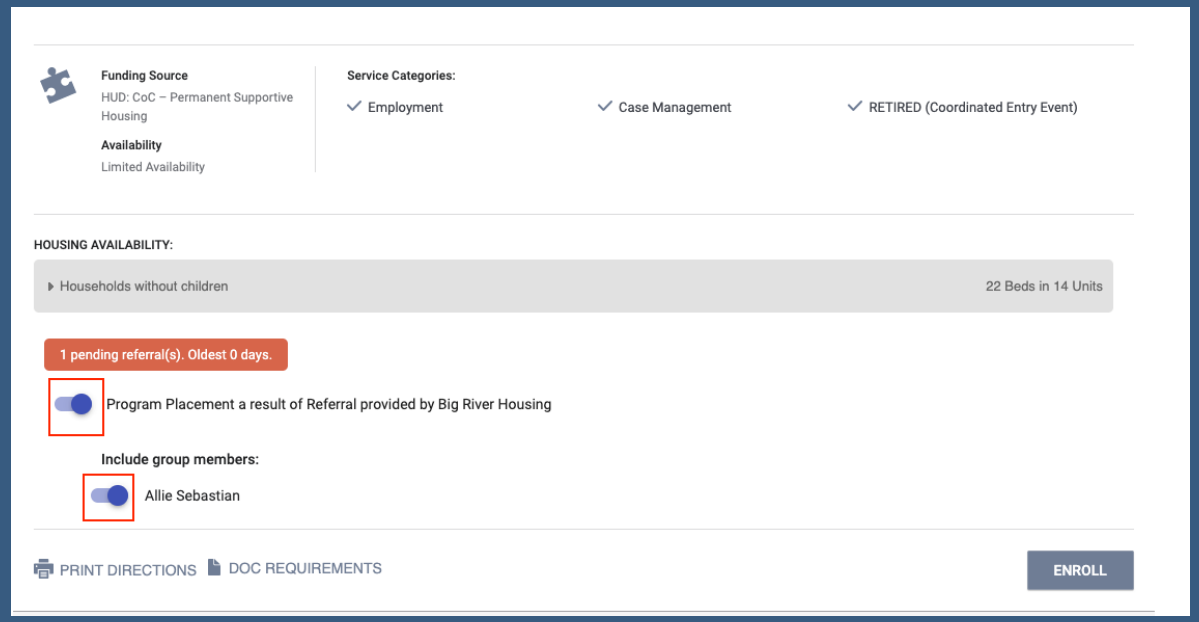
Accepting Referrals

- Enrolling the client into the program, will complete the referral
  - The "Program Placement a result of..." toggle must be on
  - The orange pending referral box lets you know you're enrolling into the correct program



Support Services should not enroll new tenants unless there is a referral in ONE

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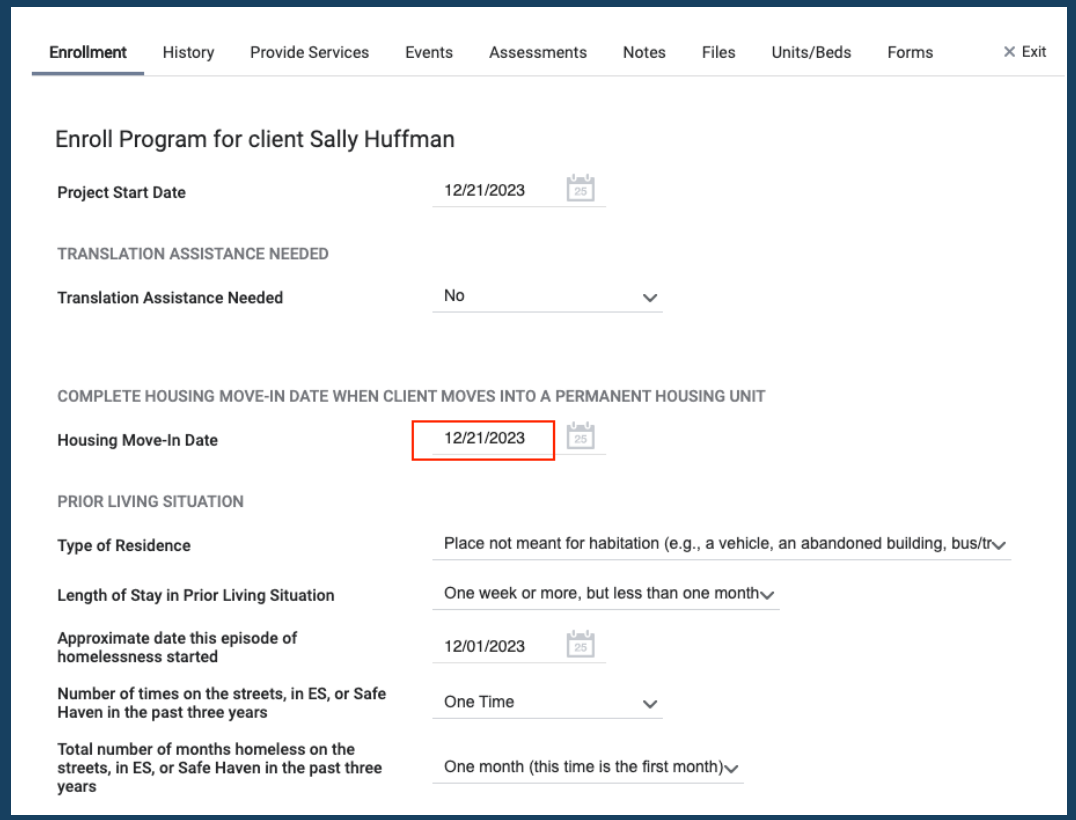
Enrollment



For PSH:

- Housing Move-In Date and Project Start Date should reflect the date the client moved in
- Complete as many fields as possible and update auto-populated fields (if necessary)

Pay special attention to the Prior Living Situation field, which is used for key performance indicators

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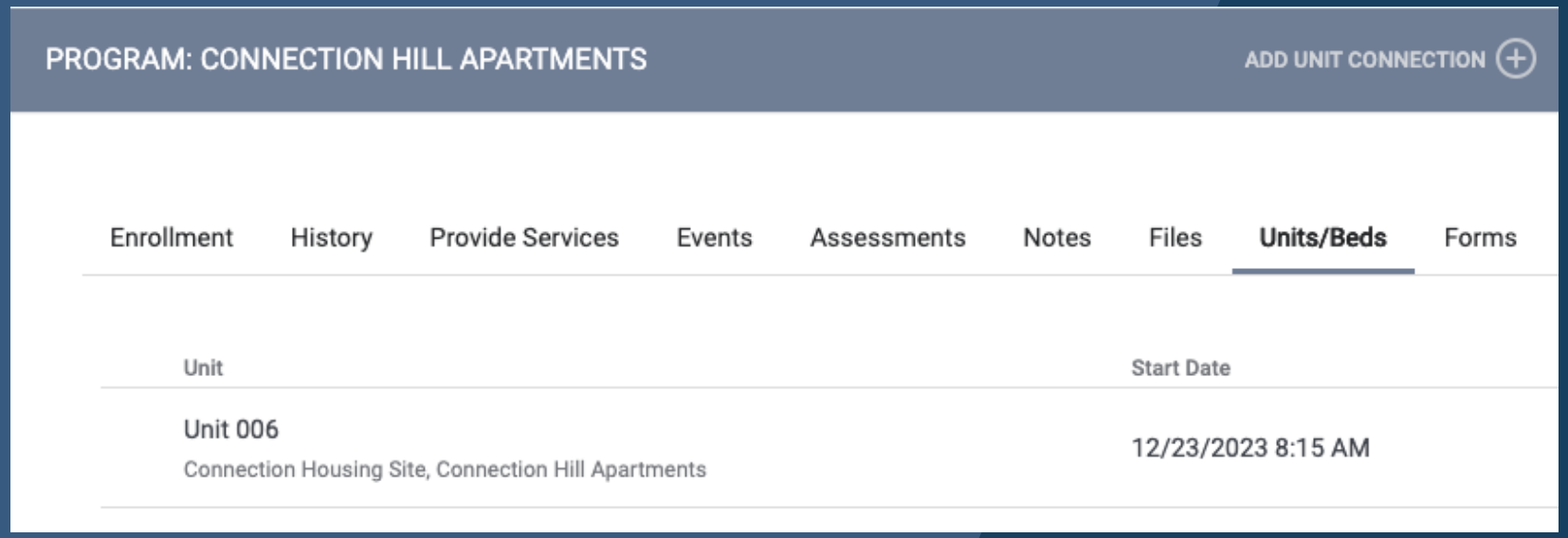
Unit Assignment

- Unit assignment happens automatically when the referral is completed
- Unit Start Date should match Project Start Date and Housing Move-In Date (this field defaults to current date, so it may need to updated to make these 3 dates align)



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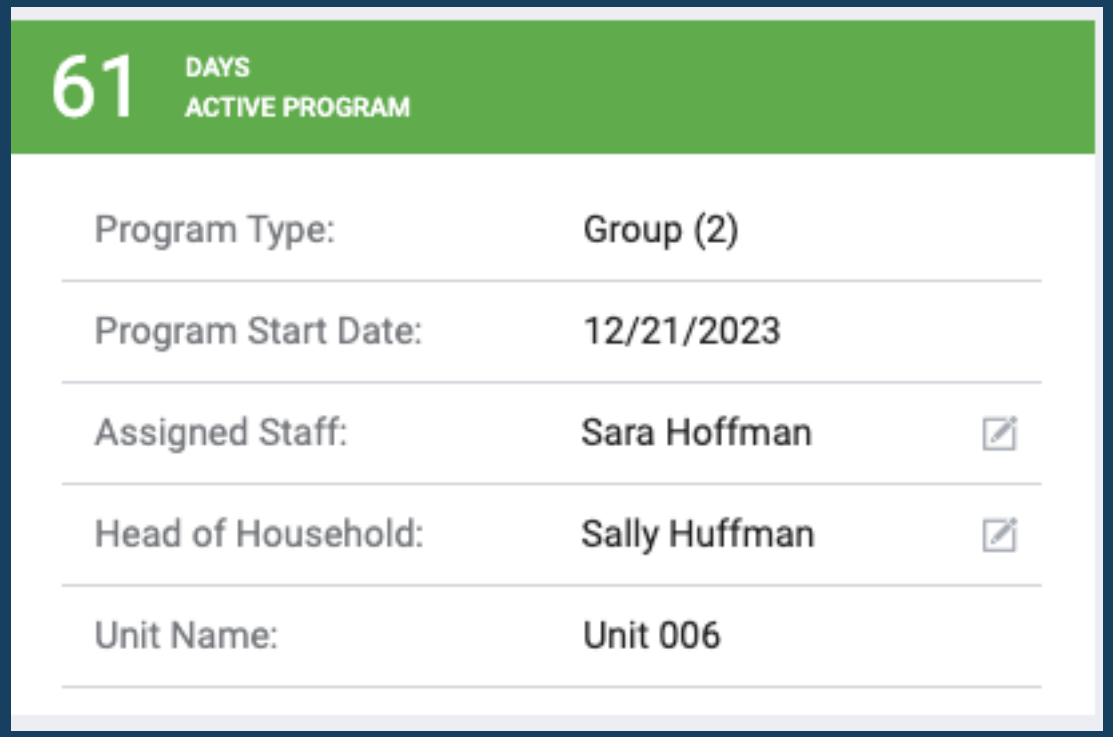
Enrollment Sidebar

- Once the client is assigned to a unit, the unit number is visible in the enrollment sidebar



If the unit number is not correct the upcoming slides on transfers will cover how to correct this.

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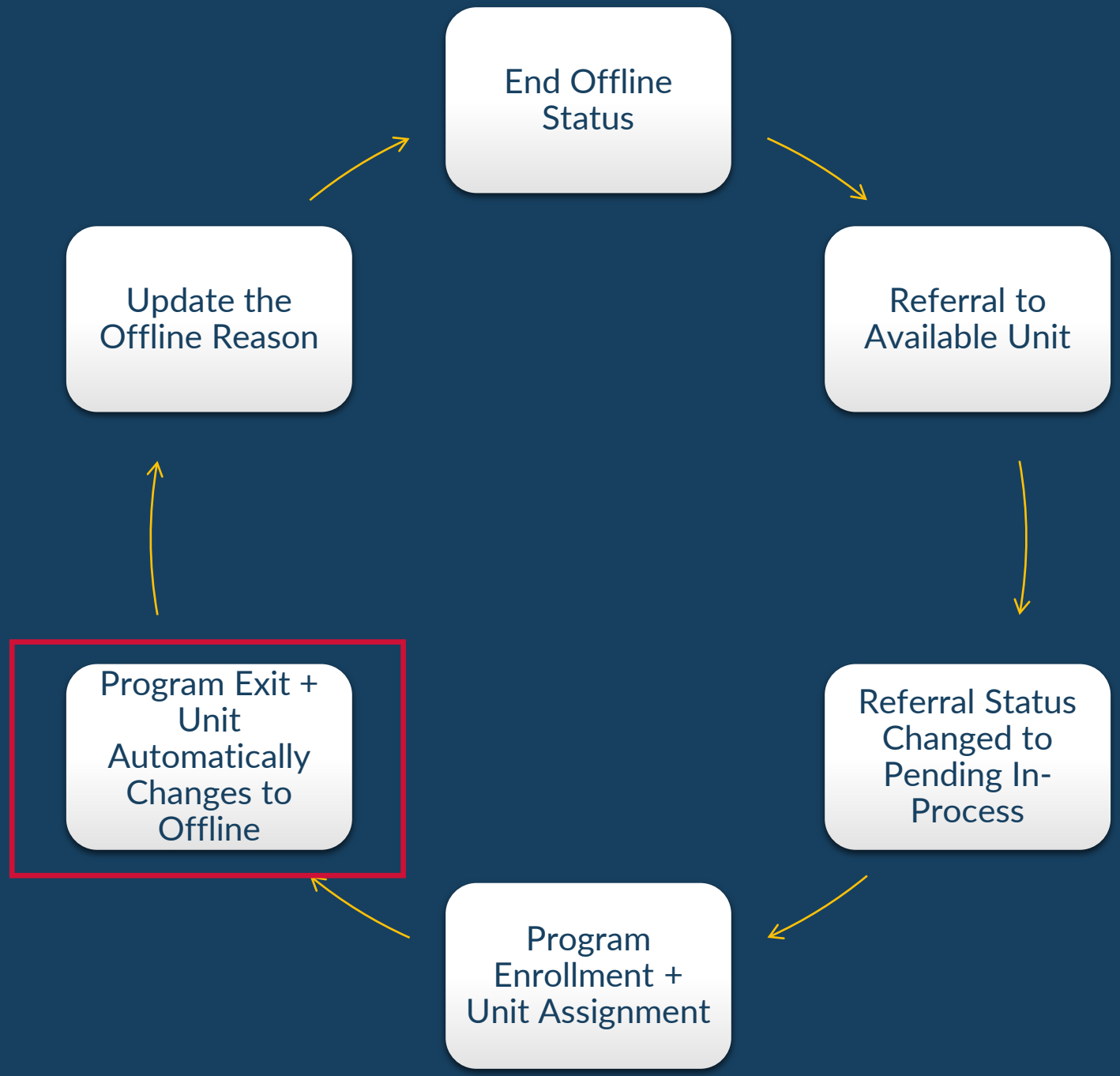
Exits



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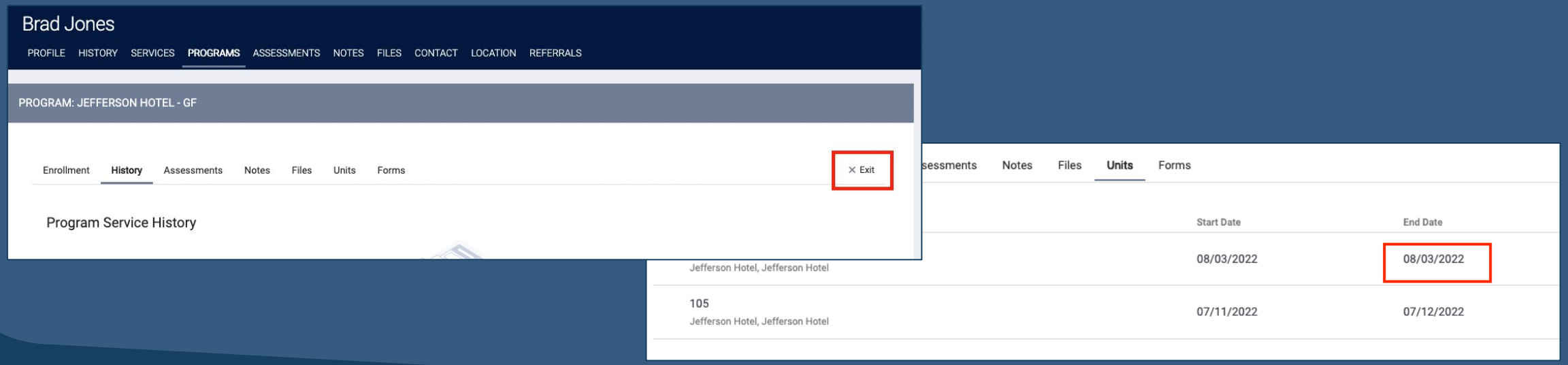
Exiting Client from Unit

- Program exits should occur when a client is no longer receiving services
- Exiting a client from a program will automatically exit the client from their unit
  - Complete an exit for all household members



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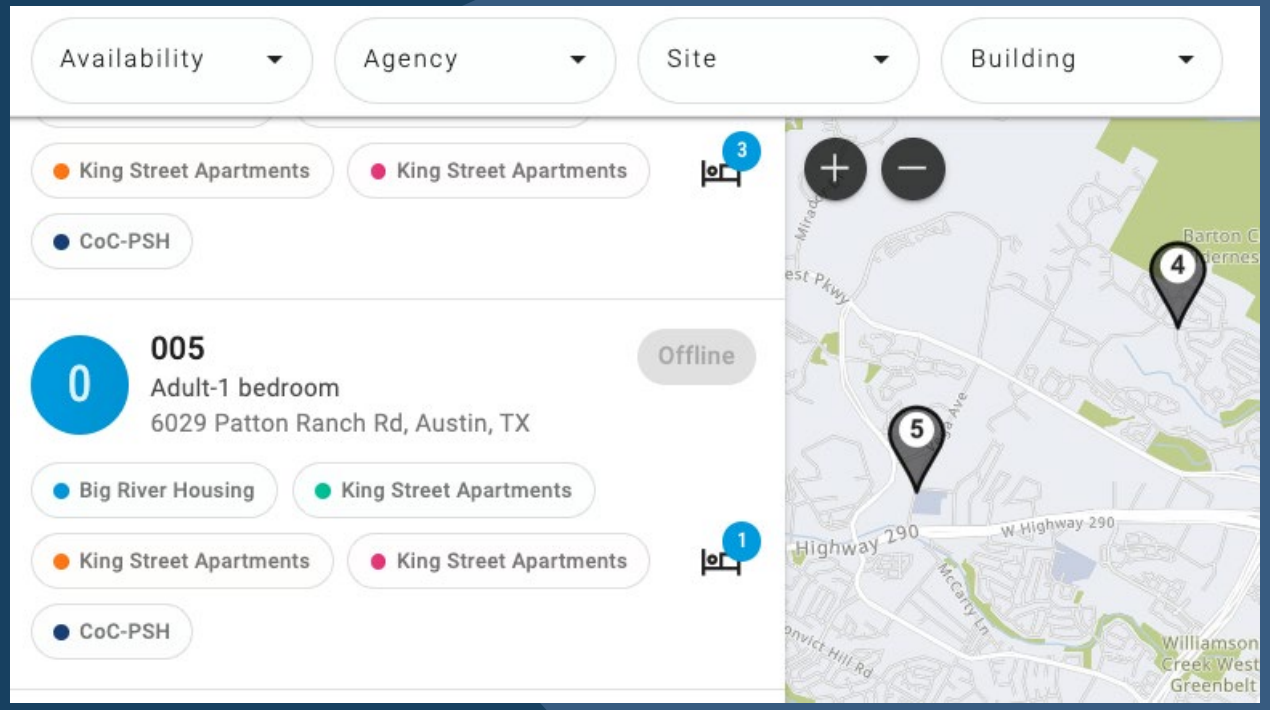
Automatic Offline Functionality

- The system will automatically switch the unit to offline when the client previously assigned to the unit is exited from the housing program



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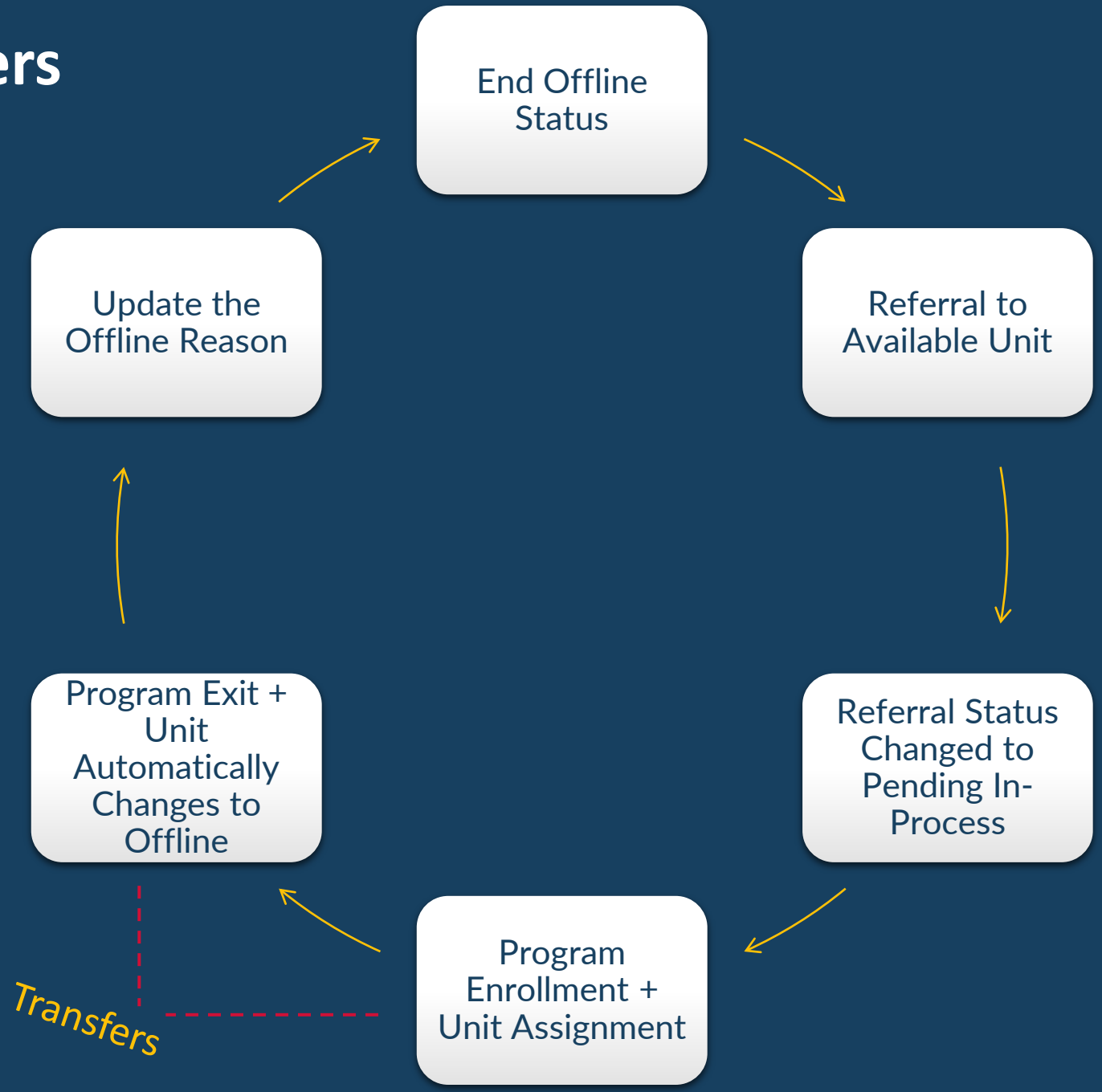
Transfers



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Transfer Within the Same Program

- Client is moving into a different unit
- Transfers may occur due to:
  - Reasonable accommodation
  - Safety concern
  - Facility issue

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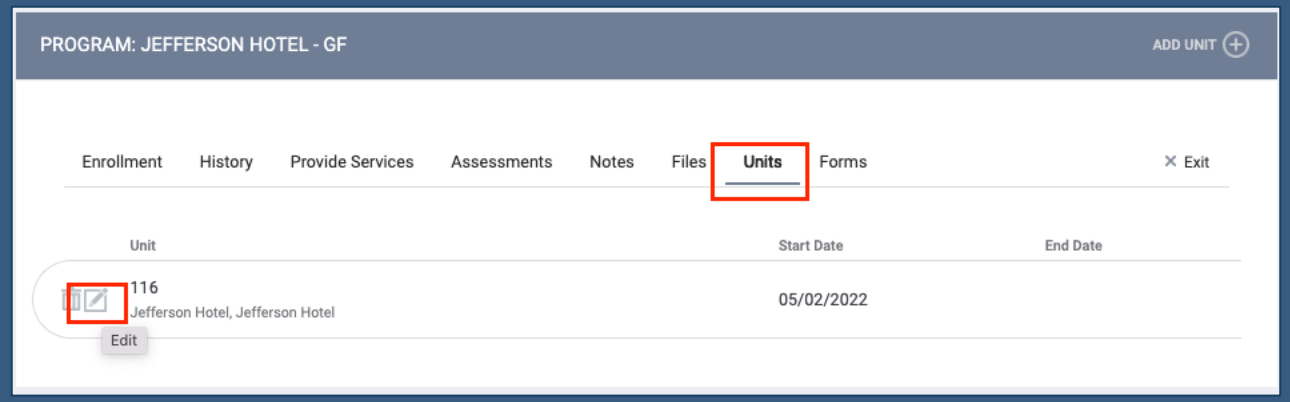
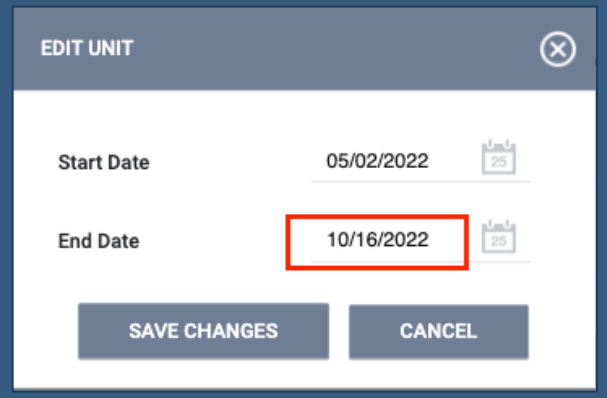
Transfer Within the Same Program

- End date for the current unit should be the last day the client slept in the unit





Once you enter an end date, the unit will become available so you may need to make this unit offline if it is not ready to receive a new referral.

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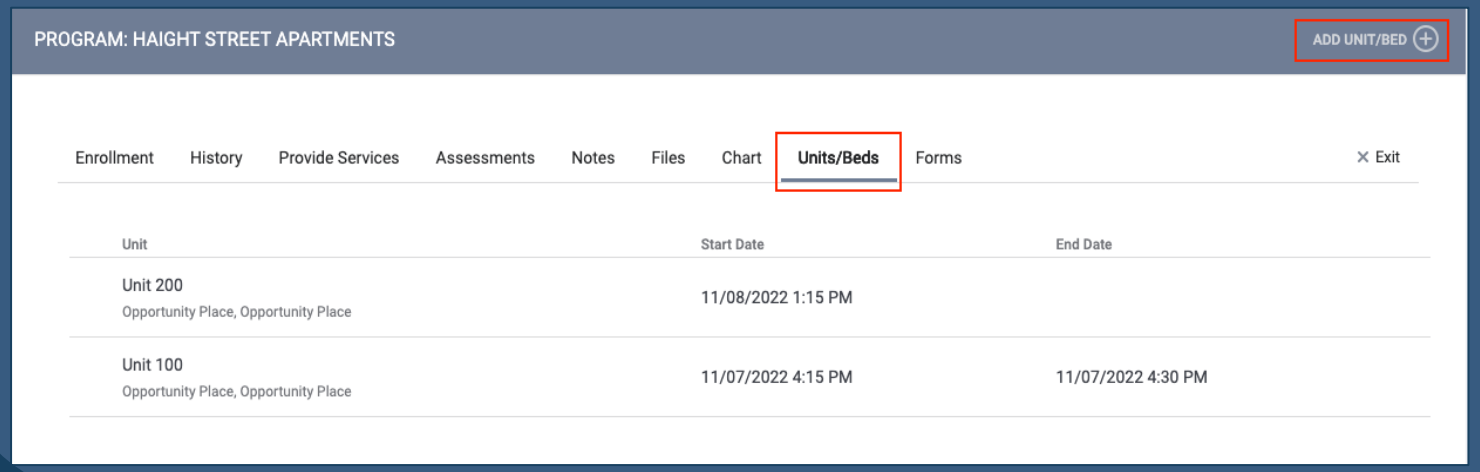
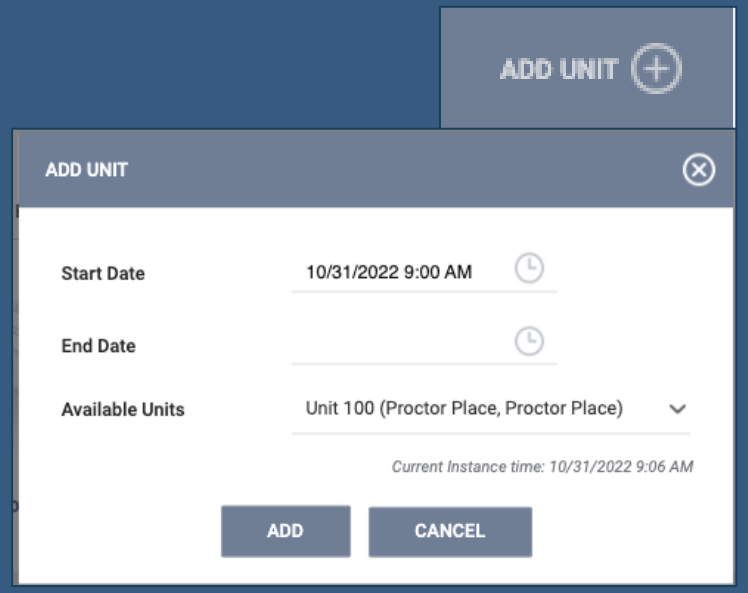
Transfer Within the Same Program

- Start date for the new unit should be the first day the client will sleep in the unit





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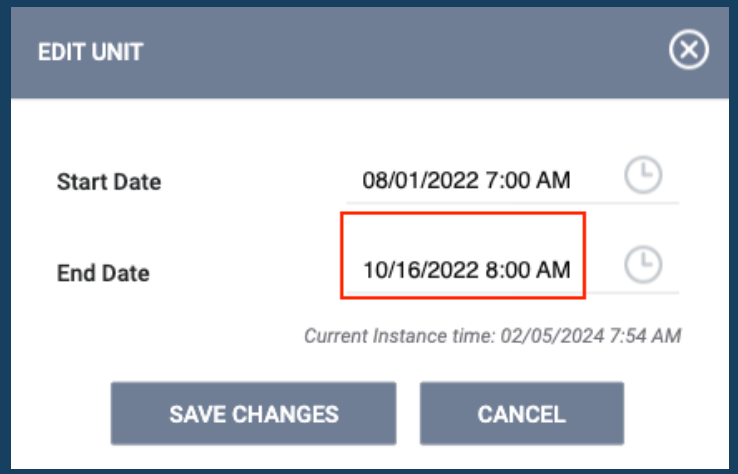
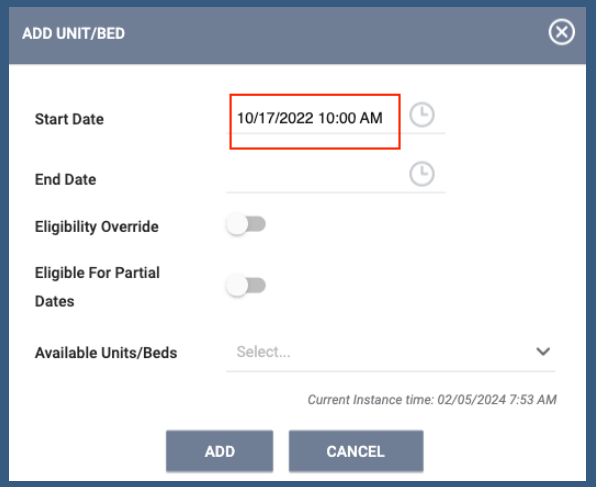
Transfer Within the Same Program

- The start and end dates should not overlap

End Date for Current Unit



Start Date for New Unit



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Transfer to a Different Program

- Workflow to transfer a client to a different program within the provider's portfolio

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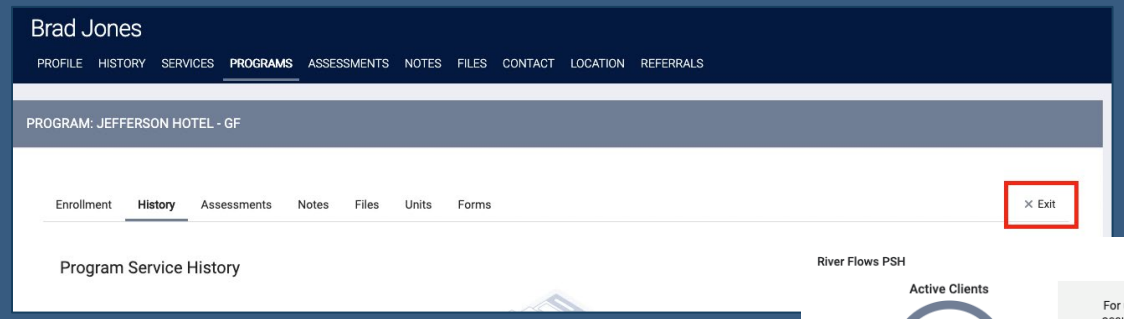
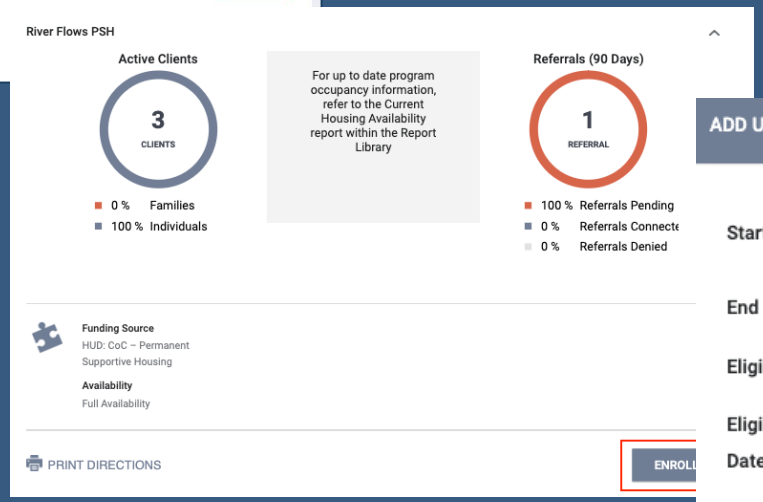
Transfer to a Different Program

Exit



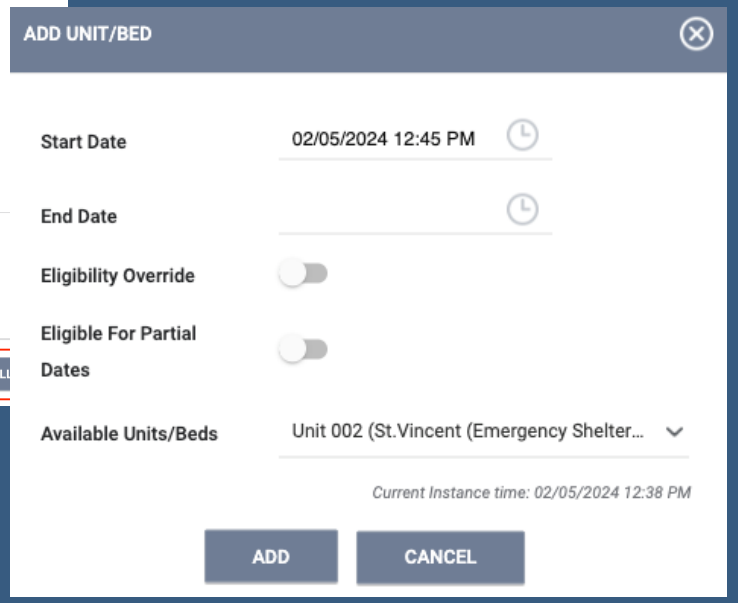
- **Exit Reason**: Unit Relinquished
- **Exit Destination**: Rental by client, with ongoing housing subsidy
- **Rental Subsidy Type**: Permanent Supportive Housing

Enrollment



- **Prior Living Situation/Type of Residence:** Rental by client, with ongoing housing subsidy
- **Rental Subsidy Type:** Permanent Supportive Housing

Unit Assignment



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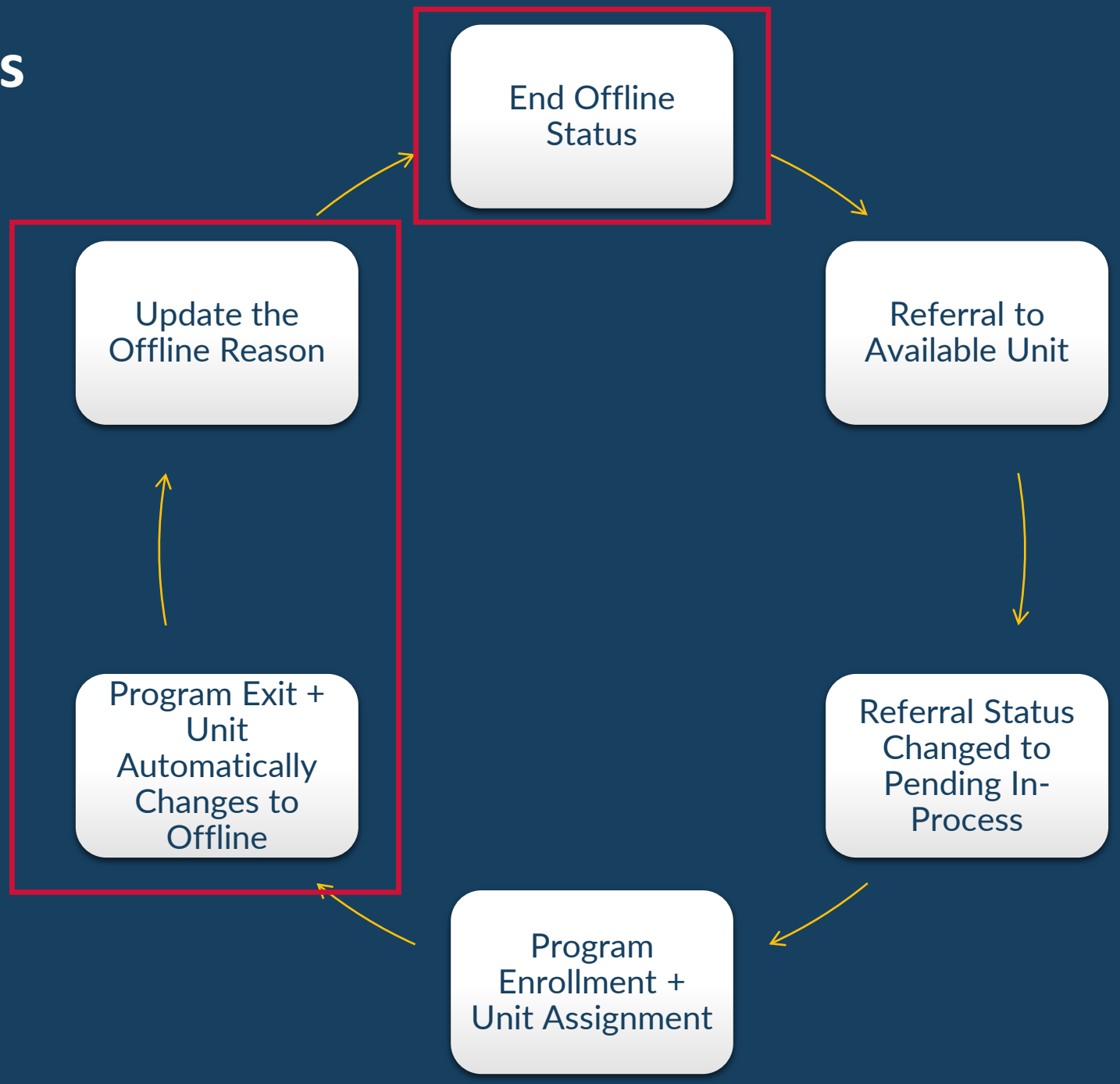
Status



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Unit Status/Availability

- Status and availability indicate a unit's usage and occupancy
- Status may be changed at any time
- Inactive units should be reported to HSH program manager

Status	Availability	Description
Active	Available	Unit is available to receive referral (move-in ready)
	Occupied	Client/household is living in the unit.
	Pending Occupancy	Unit has a pending referral connected to it
Offline		Unit is temporarily unavailable (e.g., due to needed maintenance).
Inactive		Unit not available for referral for foreseeable future (e.g., used as an office). Please call or email the help desk if a unit needs to be set to inactive or was accidentally made inactive.

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Status

Situation	Action
Unit Automatically set to Offline at Exit	Update offline reason & description
New Offline Status	Add an offline status with reason
Unit is No Longer Offline	End offline status
Offline Reason Changes	End current offline status + add new offline status with updated reason

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Status

Reason: Automatically set to offline

Description: Default offline status set automatically due to recent client exit from Unit/Bed

Situation	Action
Unit Automatically set to Offline at Exit	**Update offline reason & description**
New Offline Status	Add an offline status with the appropriate reason
Unit is No Longer Offline	End offline status
Offline Reason Changes	End current offline status + add new offline status with updated reason

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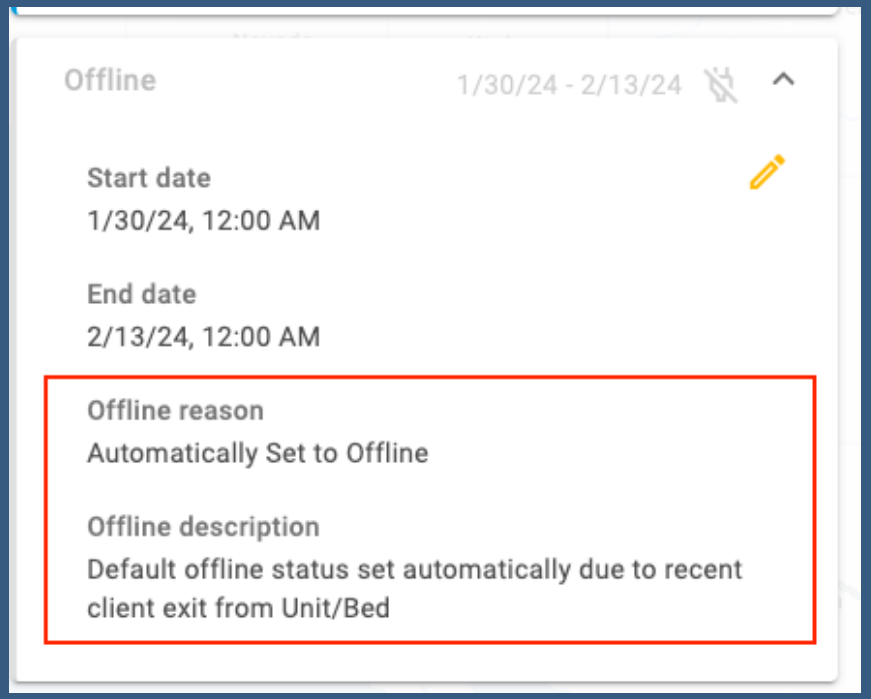
Updating the Offline Reason & Description

- Click the edit pencil to edit the *Offline Reason*
- Update the Offline Reason to reflect circumstances of the unit



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Status

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New Offline Status	**Add an offline status with reason**
Unit is No Longer Offline	End offline status
Offline Reason Changes	End current offline status + add new offline status with updated reason

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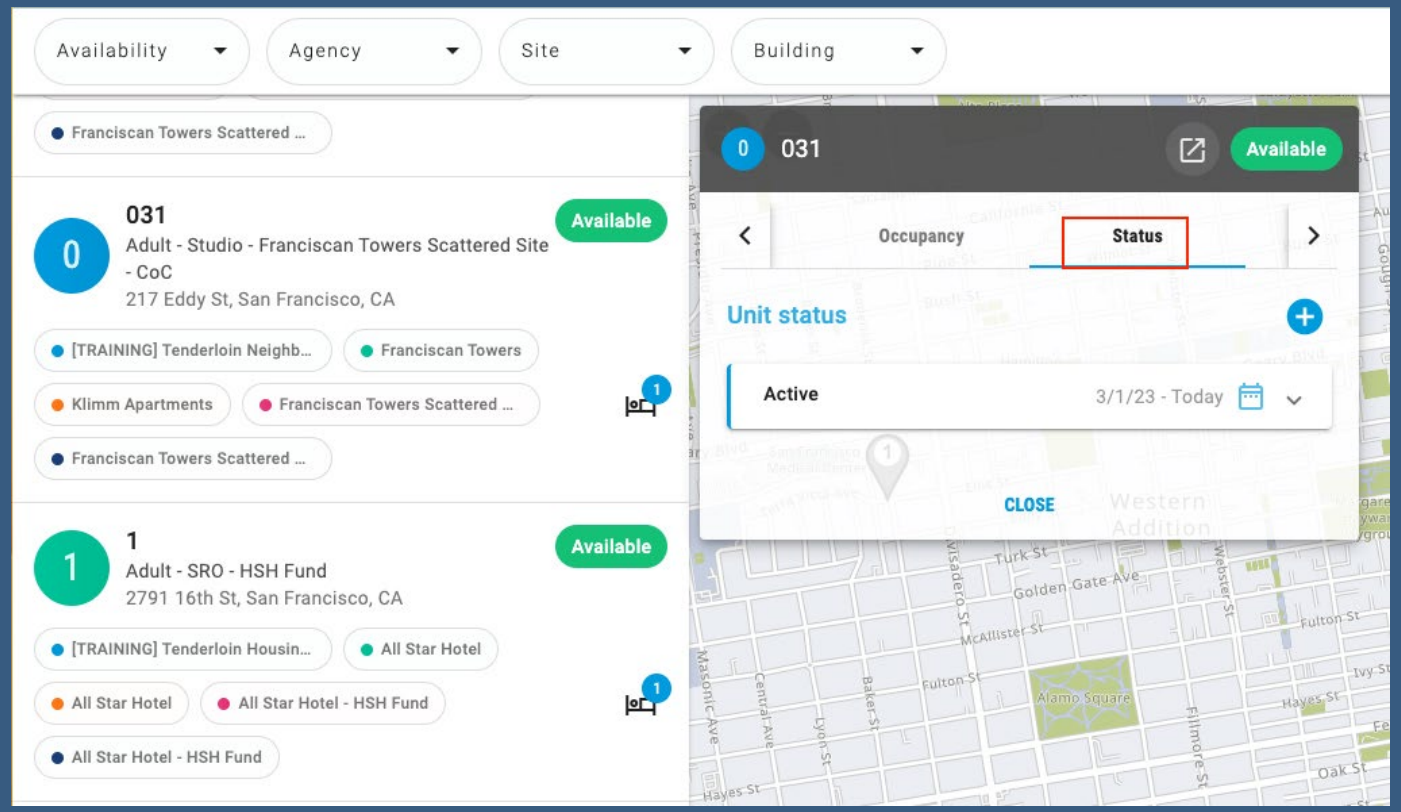
Making Units Offline

- Add *Offline Status* under the *Status Tab*
- Leave End Date blank
- Unit Status cannot overlap



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Offline Reasons

- Offline reasons differ from retired OVT tool
- Reasons are labeled with the program specifiers:
  - **HSG** (housing)
  - **SHLTR** (shelter)
- The toolkit includes a complete set of definitions

Reason Name	Definitions
Automatically Set to Offline	The unit or bed was automatically set to offline with this reason by the system when the previous household was exited from the program.
HSG – Coroner Hold	The unit is held pending a coroner or medical examiner review.
HSG – Internal Transfer	The unit is held for an in-program transfer, such as a reasonable accommodation move or other transfer from another unit in the same program.
HSG – Occupied by Legacy Tenant	The unit is currently occupied by a legacy tenant who is not enrolled in the program in ONE.
HSG – Occupied but No Client ROI	The unit is currently occupied by a client refusing to sign an ROI, meaning they cannot be enrolled in the program in the ONE System.
HSG – Occupied Temporarily by Client from Other Program/Building	The unit is temporarily occupied by a client who is enrolled in another program or building, and therefore cannot be assigned to the client.
HSG/SHLTR – Janitorial/Maintenance	The unit is unavailable for client placement due to janitorial or maintenance needs.
HSG/SHLTR – Property Hold	The unit is unavailable due to a property hold. This status can also be used for property management needs that are not covered by any other offline reason. Please include notes explaining the circumstance.
SHLTR – Hospital Hold	The unit or bed is held for a client who is temporarily at a health care facility.
SHLTR – Jail Hold	The unit or bed is held for a client who is temporarily incarcerated.

**Reminder: offline units are only tracked in ONE as of June 2023*

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Offline Reasons - "Occupied by..."

HSG – Occupied by Legacy Tenant	The unit is currently occupied by a legacy tenant who is not enrolled in the program in ONE.
HSG – Occupied but No Client ROI	The unit is currently occupied by a client refusing to sign an ROI, meaning they cannot be enrolled in the program in the ONE System.
HSG – Occupied Temporarily by Client from Other Program/Building	The unit is temporarily occupied by a client who is enrolled in another program or building, and therefore cannot be assigned to the client.

- 3 special offline reasons that indicate a unit is unavailable for move in **because they are occupied**:
  - Occupied by Legacy Tenant
  - Occupied but No Client ROI
  - Occupied Temporarily by Client from Other Program/Building
- Use these categories to keep available units up-to-date

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Status

Situation	Action
Unit Automatically set to Offline at Exit	Update offline reason & description + end offline status
New Offline Status	Add an offline status with reason
Unit is No Longer Offline	**End offline status**
Offline Reason Changes	End current offline status + add new offline status with updated reason

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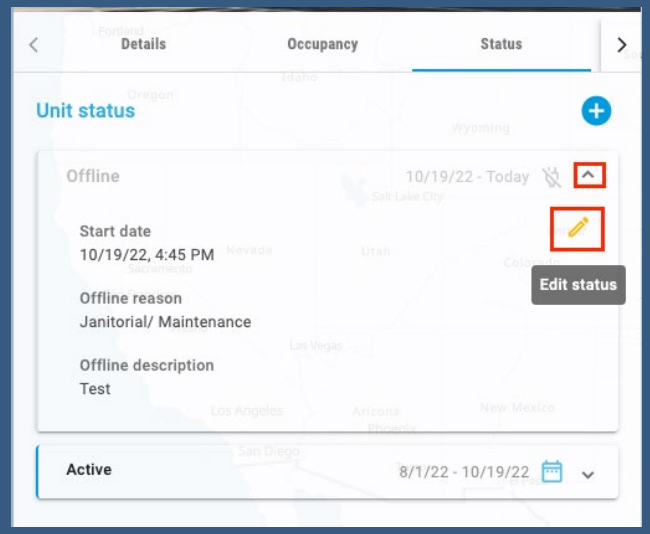
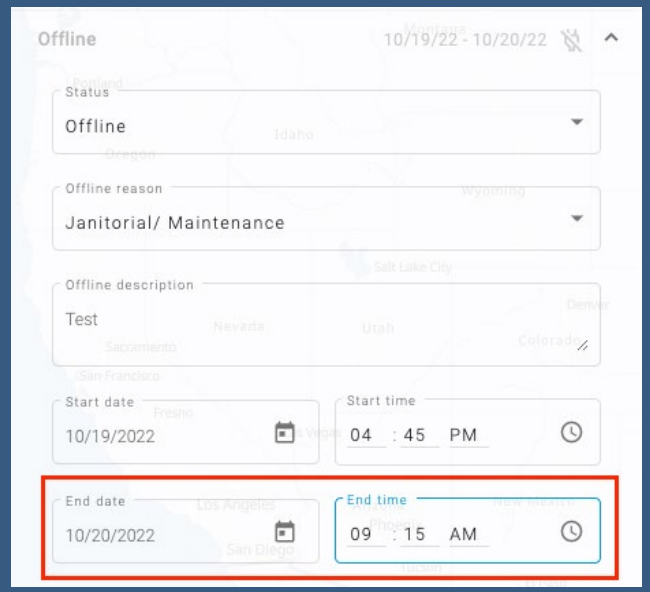
Ending Offline Status

- Click the pencil icon to edit the status
- Add an end date to make a unit available

End offline status to receive a new referral
(Replaces posting openings)





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Status

Situation	Action
Unit Automatically set to Offline at Exit	Update offline reason & description + end offline status
New Offline Status	Add an offline status with reason
Unit is No Longer Offline	End offline status
Offline Reason Changes	**End current offline status + add new offline status with updated reason**

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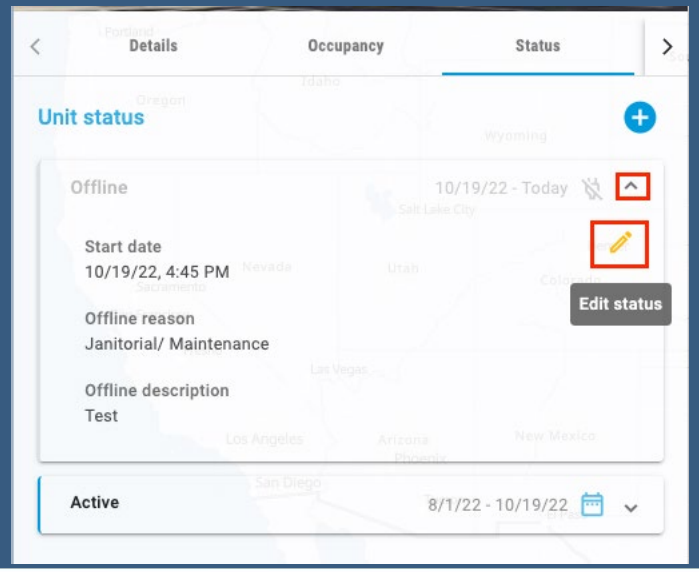
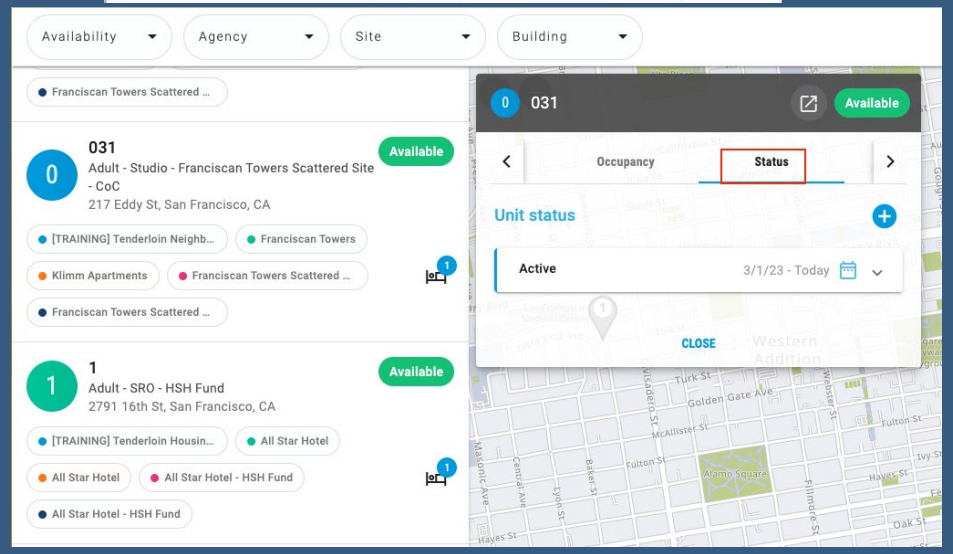
End Current Status + Create a New Status

- End current *Offline Status*
- Create new *Offline Status* with updated *Offline Reason*





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Reports

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[GNRL-106] Program Roster

- Accessed under Program Based Reports
- Includes program stay information
- Includes unit assignment

Program Roster Report

United Living International (ULI)
Active within 01/01/2022 thru 03/31/2023

Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null, = Non PH Project, **A:** Assessments, **S:** Services, **CN:** Case Notes
You can find more information about adjusted Move-In Date at the Help Center Article

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	S	CN	Assigned Staff	Unit Assignment	Bed Assignment	Occupancy Start Date	Occupancy End Date
Program: Proctor Place Apartments																
Simmons, Lucy	**D476AF867**	10/06/1985	37	37	10/26/2022	-	157	10/26/2022	0	0	0	S. Hoffman	Unit 111	n/a	10/26/2022	
Simmons, Joy	B292B01C7	11/15/2018	3	4	10/26/2022	11/28/2022	33	10/26/2022	0	0	0	S. Hoffman		n/a		
Roberts, Rob	**A3659C0CC**	11/21/1954	68	68	12/01/2022	12/01/2022	0	12/01/2022	0	0	0	S. Hoffman	Unit 102	n/a	12/01/2022	12/01/2022
Titan, Robin	**FC58384A7**	01/01/2003	19	20	10/26/2022	10/26/2022	0	undefined	0	0	0	A. Maldonado	n/a	n/a	n/a	n/a
Hall, Randall	**C6B6E49FC**	10/13/1956	66	66	10/27/2022	-	156	10/27/2022	0	0	0	M. Wheeler	Unit 105	n/a	10/27/2022	
Robbins, Alexander	**96419981F**	10/30/1995	27	27	12/01/2022	-	121	12/01/2022	0	0	0	S. Hoffman	Unit 108	n/a	12/01/2022	
Robbins, Trevor	8568CD308	12/13/2015	6	7	12/01/2022	-	121	12/01/2022	0	0	0	S. Hoffman		n/a		

Number of Enrollments: 7
Number of Unique Clients: 7
Number of Households: 5

Total Number of Enrollments: 7
Total Number of Unique Clients: 7
Total Number of Households: 5

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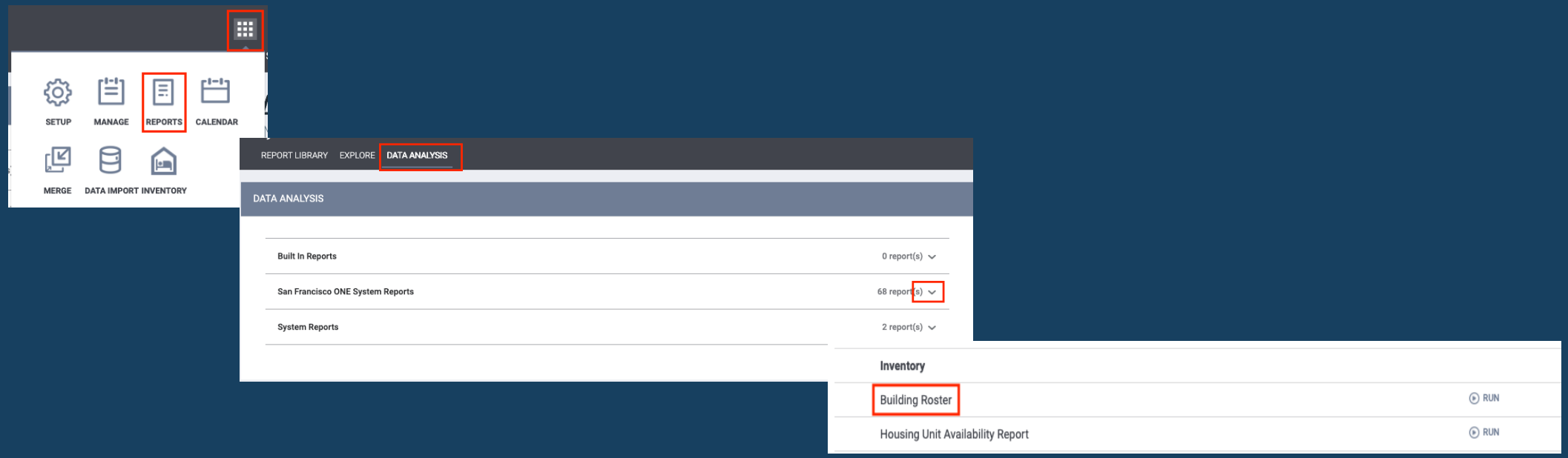
Report Location

The following reports are accessed under:

- Data Analysis Tab
- Under San Francisco ONE System Reports > *Inventory- Housing



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Housing Inventory Snapshot Report

- Count of the units associated with each site-based PSH program
- Broken out by availability & status
- Displays the program's vacancy rate

There is an alternate version of this report organizing information by property management agency

Agency Name: is any value | Program Name: is any value | More • 3

Agency Name	Program Name	Building Name	Total Unit Count	Inactive Units	Offline Units	Status Unknown Units (see report footnote)*	Reported Occupied via Offline Status	Occupied Units	Available Units	Program Vacancy Rate (see report footnote)**
Abode Services	City Gardens - HUD PBV	City Gardens	50	0	0	0	0	50	0	0%
	City Gardens - Prop C	City Gardens	150	7	1	0	37	103	3	3%
	Verona - GF	Verona Hotel	65	0	1	0	0	62	2	5%
Bay View Hunters Point Multipurpose Senior Services	Dr. Davis Senior Community- HUD PBV	Dr. Davis Senior Community	23	0	0	0	0	17	6	26%
Bayview Hunters Point Foundation for Community Improvement	Arlington Residence - CoC	Arlington Residence	21	0	0	0	0	16	5	24%
	Arlington Residence - HUD PBV	Arlington Residence	65	0	1	0	0	59	5	9%
	Arlington Residence - LOSP	Arlington Residence	67	0	0	0	20	45	2	3%
	Bayview Hill Gardens - CoC	Bayview Hill Gardens	17	0	0	0	0	12	5	29%
	Bayview Hill Gardens - HUD PBV	Bayview Hill Gardens	33	0	0	0	1	24	8	24%
	Bayview Hill Gardens - LOSP	Bayview Hill Gardens	22	0	0	0	0	21	1	5%
	Monterey Boulevard Apartments - LOSP	Monterey Boulevard Apartments	4	0	0	0	0	1	3	75%
Catholic Charities CYO	10th and Mission - LOSP	10th and Mission	44	0	0	0	0	41	3	7%
	Edith Witt Senior Community - HUD 202	Edith Witt Senior Community	16	0	0	0	0	16	0	0%
	Edith Witt Senior Community - LOSP	Edith Witt Senior Community	11	0	0	0	0	10	1	9%
	Hazel Betsey- CoC	Hazel Betsey Community	9	0	2	0	0	4	3	56%
	Treasure Island Phase 1 and 2 - CoC	Treasure Island Phase 1 and 2	66	1	0	0	0	60	5	8%
Chinatown Community Development Center	1296 Shotwell- CoC	1296 Shotwell	12	0	0	0	0	8	4	33%
	1296 Shotwell- GF	1296 Shotwell	10	0	0	0	0	8	2	20%
	Broadway Sansome - LOSP	Broadway Sansome Apartments	37	0	0	0	0	34	3	8%

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Building Roster Report

- Provides unit availability & status info
- Must be filtered by building

*Inventory- Housing

Building Roster

7m ago

Is this housing or shelter/navigation center?	Building Status	Building Name *	Current Availability
Housing	is Active	is Jefferson Hotel	is any value

Summary of Units by Status

108
Total Units

Breakdown of Units

	Current Availability	Unit Availability Status
1	Occupied	101
2	Offline	6
3	Available	1
Totals		108

Units by Status

	Building	Unit Name	Unit Configuration	Current Availability	Offline Reason	Head of Household	ONE Profile Link	Occupancy Start Date
1	Jefferson Hotel	315	Adult - SRO- GF	Occupied	∅		103693	2023-03-03
2	Jefferson Hotel	210	Adult - SRO- GF	Occupied	∅		100033	2022-12-01
3	Jefferson Hotel	505	Adult - SRO- GF	Occupied	∅		99250	2022-08-31
4	Jefferson Hotel	525	Adult - SRO- GF	Occupied	∅		99246	1991-08-15
5	Jefferson Hotel	211	Adult - SRO- GF	Occupied	∅		97457	2023-02-03
6	Jefferson Hotel	105	Adult - SRO- GF	Occupied	∅		97227	2023-01-25
7	Jefferson Hotel	109	Adult - SRO- GF	Occupied	∅		95094	2023-03-03

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Building Roster Report

Things to check on the Building Roster include:

Check the Availability of Units

- If a unit is available by mistake, you may receive referrals you can't accommodate
- Can't receive referrals for Offline, Inactive, or Occupied units

Correct Offline Reasons

- Identify units with *Automatically Set to Offline* as the Offline Reason
- Providers should update reason within 3 business days

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Properties of Buildings Report

- Provides information on the setup of each building
- Contact your HSH program manager if something changes or is incorrect

Site-Based PSH Buildings

Building Name	Building Status	Property Manager	SRO Building	Ownership Structure	Total Units in Building	Elevator	HSG - Wheelchair Accessibility	ADA Accessible from Street	Pets Allowed
City Gardens	Active	Housing For Independent People	No	City Owned	∅	Yes	Yes	Yes	Allowed
Verona Hotel	Active	Abode Services	Yes	Master Lease - Non-Profit	65	Yes	Yes	No	Allowed
Dr. Davis Senior Community	Active	John Stewart Company	No	Non-Profit Owned	121	Yes	Yes	Yes	Not Allowed (service animals only)
Arlington Residence	Active	Mercy Housing	Yes	Non-Profit Owned	70	Yes	∅	∅	Not Allowed (service animals only)
Bayview Hill Gardens	Active	Mercy Housing	No	Non-Profit Owned	∅	Yes	Yes	Yes	Not Allowed (service animals only)
Monterey Boulevard Apartments	Active	Caritas Management Corporation	No	Non-Profit Owned	∅	No	∅	∅	Not Allowed (service animals only)
10th and Mission	Active	Mercy Housing	No	Non-Profit Owned	4	Yes	∅	∅	Not Allowed (service animals only)
Edith Witt Senior Community	Active	Mercy Housing	No	Non-Profit Owned	53	Yes	Yes	Yes	Allowed
Hazel Betsey Community	Active	Caritas Management Corporation	No	Non-Profit Owned	∅	No	∅	∅	Not Allowed (service animals only)
Treasure Island Phase 1 and 2	Active	John Stewart Company	No	Non-Profit Owned	107	No	∅	∅	Not Allowed (service animals only)
1296 Shotwell	Active	Chinatown Community Development Center	No	Non-Profit Owned	9	Yes	Yes	Yes	Not Allowed (service animals only)

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Properties of Units Report

- Provides information on the setup of each unit
- Contact your HSH program manager if something changes or is incorrect

Building Name	Unit Name	Unit Status	Program Associated to Unit	Population - Unit Type - Funding Source	Household Type	Unit Description	HSG - ADA	ADA Accessible for Mobility	ADA Accessible for Mobility w/Roll-in Shower
City Gardens	201	Active	City Gardens - HUD PBV	Family - 5BR - HUD PBV	Households with at least one adult and one child	∅	No	No	No
City Gardens	202	Active	City Gardens - Prop C	Family - 2BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	203	Active	City Gardens - Prop C	Family - 4BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	204	Active	City Gardens - Prop C	Family - 2BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	205	Active	City Gardens - Prop C	Family - 4BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	206	Offline	City Gardens - Prop C	Family - 2BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	207	Offline	City Gardens - Prop C	Family - 4BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	208	Offline	City Gardens - Prop C	Family - 2BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	209	Active	City Gardens - HUD PBV	Family - 4BR - HUD PBV	Households with at least one adult and one child	∅	No	No	No
City Gardens	210	Inactive	City Gardens - Prop C	Family - 4BR - Prop C	Households with at least one adult and one child	Abode Services Office	No	No	No
City Gardens	211	Inactive	City Gardens - Prop C	Family - 2BR - Prop C	Households with at least one adult and one child	Abode PM Office	No	No	No
City Gardens	212	Offline	City Gardens - Prop C	Family - 4BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	213	Offline	City Gardens - Prop C	Family - 2BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	214	Active	City Gardens - Prop C	Family - 4BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	215	Active	City Gardens - Prop C	Family - 2BR - Prop C	Households with at least one adult and one child	∅	No	No	No
City Gardens	216	Active	City Gardens - HUD PBV	Family - 2BR - HUD PBV	Households with at least one adult and one child	∅	Yes	Yes	No
City Gardens	217	Active	City Gardens - HUD PBV	Family - 2BR - HUD PBV	Households with at least one adult and one child	∅	No	No	No
City Gardens	218	Active	City Gardens - HUD PBV	Family - 2BR - HUD PBV	Households with at least one adult and one child	∅	No	No	No
City Gardens	219	Active	City Gardens - HUD PBV	Family - 2BR - HUD PBV	Households with at least one adult and one child	∅	No	No	No

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What am I responsible for?

- Support Services
  - Program Enrollments and ensure correct unit assignment **at move-in**
  - Annual assessments
  - Exits
  - Tracking eviction notices and unlawful detainers served
  - Ensuring program rosters are up to date and include all clients in your program
- Property Management:
  - Making units offline and ending offline status when unit becomes available
  - Ensuring clients are correctly associated with their current unit
  - Regularly monitor your building rosters to ensure accurate occupancy and availability

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?

- Documentation (available on the help site)
  - Toolkits
  - Training slides and videos
- 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

Thank you!

We couldn’t have made this happen without you!