



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

ONE System Inventory

Phase 2: HAT Portfolio



Checking In

Presenting today:

HSH Laura Jessup (they/them), ONE System Organizational Change Manager

Valerie Okelola (she/her), Permanent Supportive Housing Analyst

Bitfocus Sara Hoffman (she/her), Senior Project Manager

Allie Maldonado (she/her), Project Manager

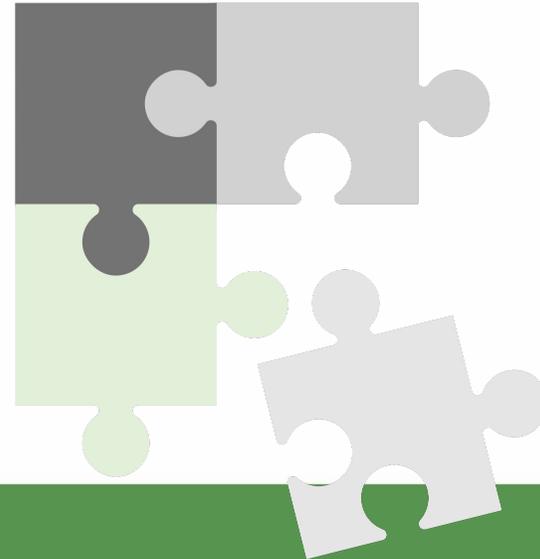
- In the chat:
 - Name
 - Pronouns
 - Agency
 - Role
 - Add an emoji for how you're feeling this morning

Goals for today

- By the end of this session, we'll have a shared understanding of:
 - Why we are launching Inventory
 - What Inventory will and won't do
 - How the new functionality will appear in your day-to-day work
 - Changes to your current workflow
 - (spoiler alert: they're small... but will have a big impact!)
 - What to expect around the timeline and transition related to the OVT
 - How to get help if you have questions

What's happened so far?

- Phase 1: Pilot at the Jefferson
- You helped us to collect information about all of the units in Phase 2, and to correctly associate each current client with one of those units
- Phase 2 will roll out and launch the biggest step of Inventory so far
 - More functionality to come in Phase 3



Phase 2 Sites

Property Management	Support Services	Site Name
Abode Services	La Casa de las Madres	Hotel Verona
John Stewart Co	Community Forward SF	Coronado Hotel
CSV Hospitality	Conard House	Aranda Hotel
Conard House	Conard House	McAllister Hotel
Caritas Management	Episcopal Community Services	Alder Hotel, Crosby Hotel, Elm Hotel, Henry Hotel, Hillsdale Hotel, Mentone Hotel
Mary Elizabeth Inn	La Casa de las Madres	Mary Elizabeth Inn
Tenderloin Housing Clinic	Tenderloin Housing Clinic	All Star, Boyd Hotel, Elk Hotel, Graystone Hotel, Hartland Hotel, Jefferson Hotel*, Mission Hotel, Pierre Hotel, Raman, Royan Hotel, Seneca Hotel, Union Hotel, Vincent Hotel

*Special thanks to THC for working with us on Phase 1, which included the Jefferson Hotel.

What Inventory *Is*

- A new set of tools built into the ONE System
- A way to more precisely track and view open units
- Information that will help better match clients to the units that best fit their needs

What Inventory Isn't

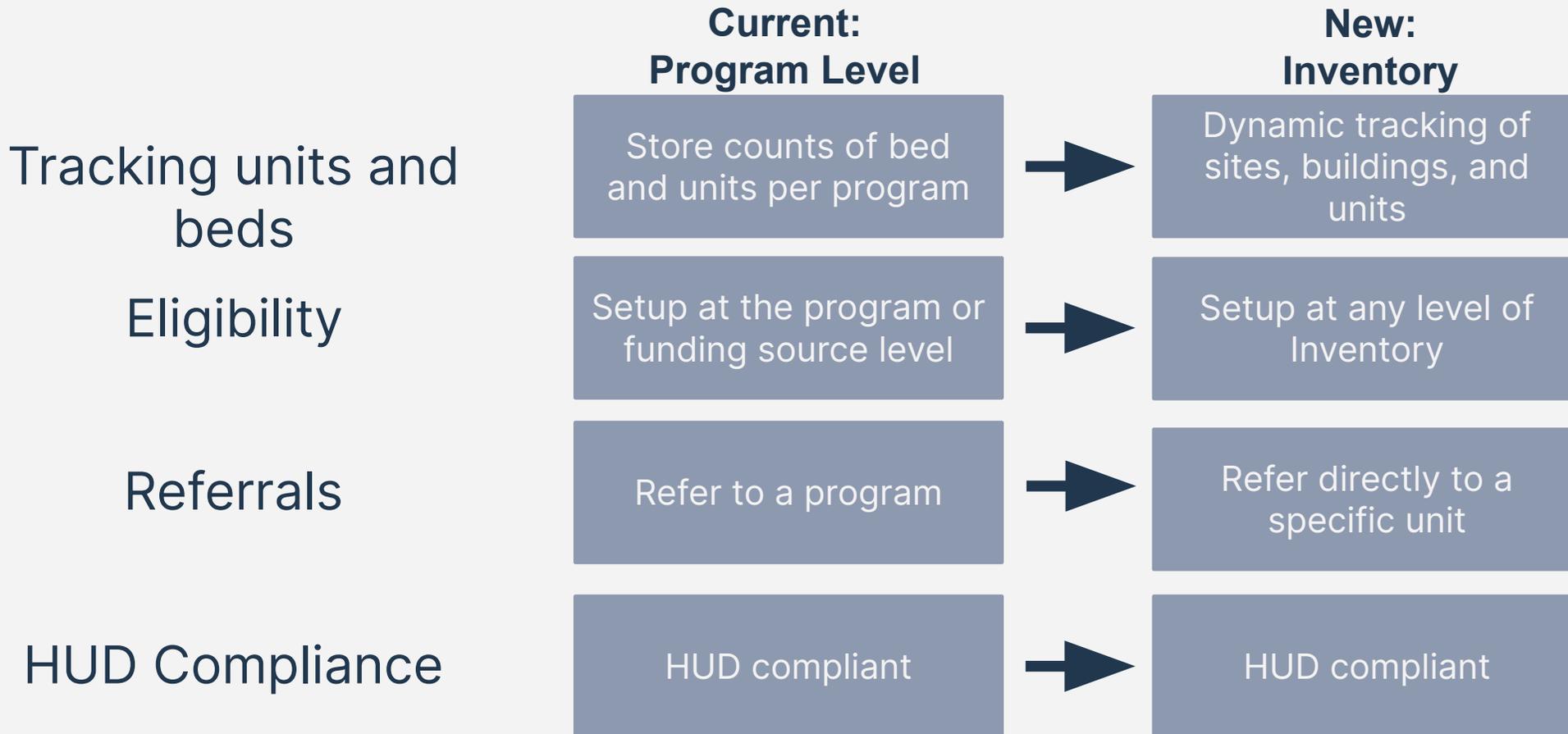
- A new platform
- A property management system
- A complete overhaul of the ONE System
- A new approach to the Homelessness Response System or Coordinated Entry

What Inventory Will Do

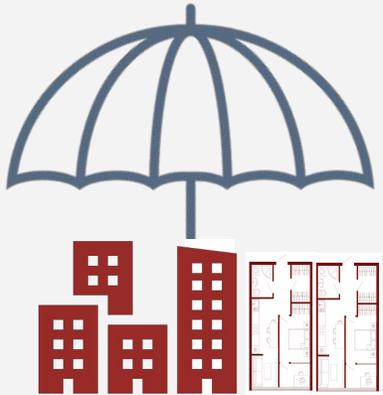
- Help streamline workflows and better serve clients
- Remove the need to use the Offline Vacancy Tracker (OVT)
- Provide better information to HSH and the community about which units are unoccupied and why
- Support reconciliation and communication by being a reliable source of truth
- Provide more transparency into the overall housing portfolio



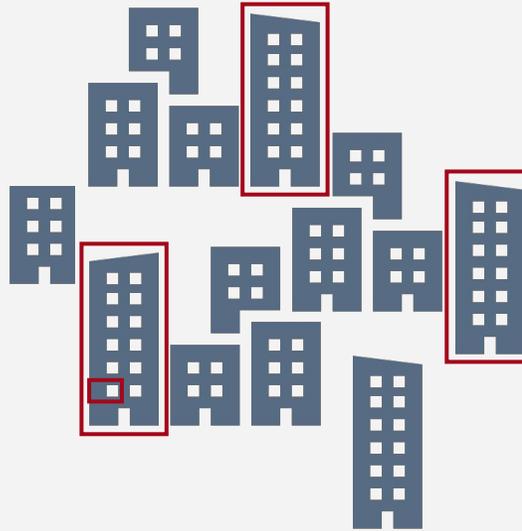
ONE System Inventory



The Basics of Inventory



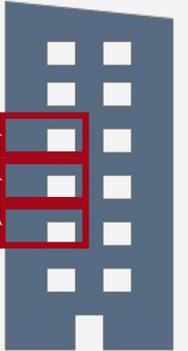
The **housing inventory site** is the location of one or more buildings where an **agency** has inventory



Unit configuration types are templates for each **type of unit** within a **building**



- ADA Unit
- Shared Bathroom



Agency

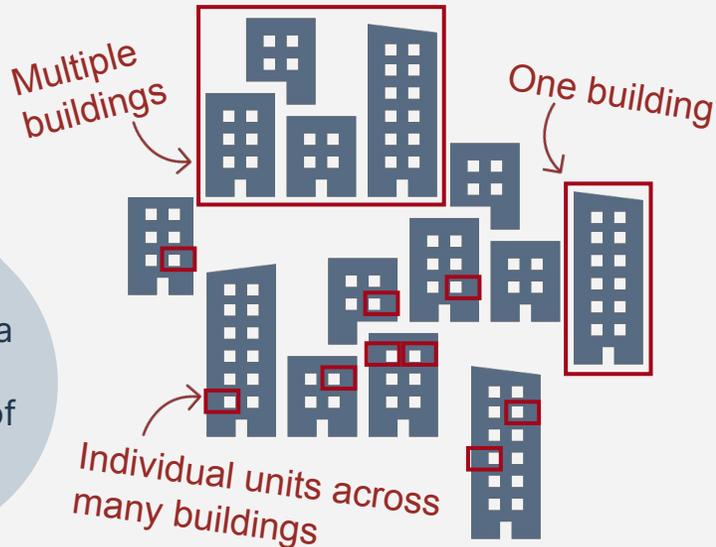
Sites

Buildings

Unit Configuration Types

Units

The **agency** is the umbrella that holds all components of Inventory



A **building** is the physical location (each individual building) within the **site**



Units are living spaces for households. A **unit** is a blank slate until a **configuration type** or attributes are applied



Inventory Module Dashboard

- Visual view of unit details and locations
- Filters can be used to control what information is viewed

The screenshot displays the Inventory Module Dashboard interface. At the top, there are filter buttons for Status, Agency, Site, and Building. The main content area is divided into several sections:

- Unit List:** A list of units with details such as name, address, and status. For example, "Spaces Unit Test" is listed as "Available" at "98 Ginger Hill Ln, Washington, VA 22747".
- Unit Details:** A detailed view of a unit, showing "Overview" (Name: 1, Type: UCT, Agency: Alex test, Building: 65456465, Beds: 77) and "More information" (Unit details: ADA Unit: No, Chron A: No, Field Marker Dollar).
- Map:** A map showing the location of the unit in Las Vegas, NV. The map includes a "Details" tab and an "Eligibility" tab.
- Summary Cards:** A vertical stack of summary cards on the right side of the map, showing "Total Units: 25", "% Available: 48", "% Occupied: 24", "% Offline: 12", "% Pending: 16", and "Total Beds: 197".
- Configuration Panel:** A panel on the far right with dropdown menus for "Configuration", "Funding", "Program", "Program Type", "CoC", and "Custom". The "Custom" panel is expanded, showing a "Field Marker Picklist N..." and other options like "Bathroom", "Chron A", "Housing Katya Picklist", "ADA Accessible", "CW Test Field", and "ADA Unit".



Inventory Display Cards

- Show detailed unit-level information
- Quick occupancy information
- Update unit status (for those w/ access)

The screenshot displays a web application interface for managing inventory. At the top, there are filters for Status, Agency, Site, and Building. The main content area shows a list of units, each with a status indicator (e.g., 'Pending Occupancy' or 'Available') and a list of associated agencies or sites. A details panel is open for unit 100, showing the following information:

Overview	
Name	100
Type	Adult PSH - SRO-Shared Bath- LOSP+MHSA
Agency	[Training] Lutheran Social Services of Norcal
Site	[Training] Lutheran Social990 Polk
Building	990 Polk
Program	990 Polk - LOSP + MHSA
Beds	1
Address	990 Polk St San Francisco, CA 94109

Below the overview, there is a 'More information' section with 'Unit details':

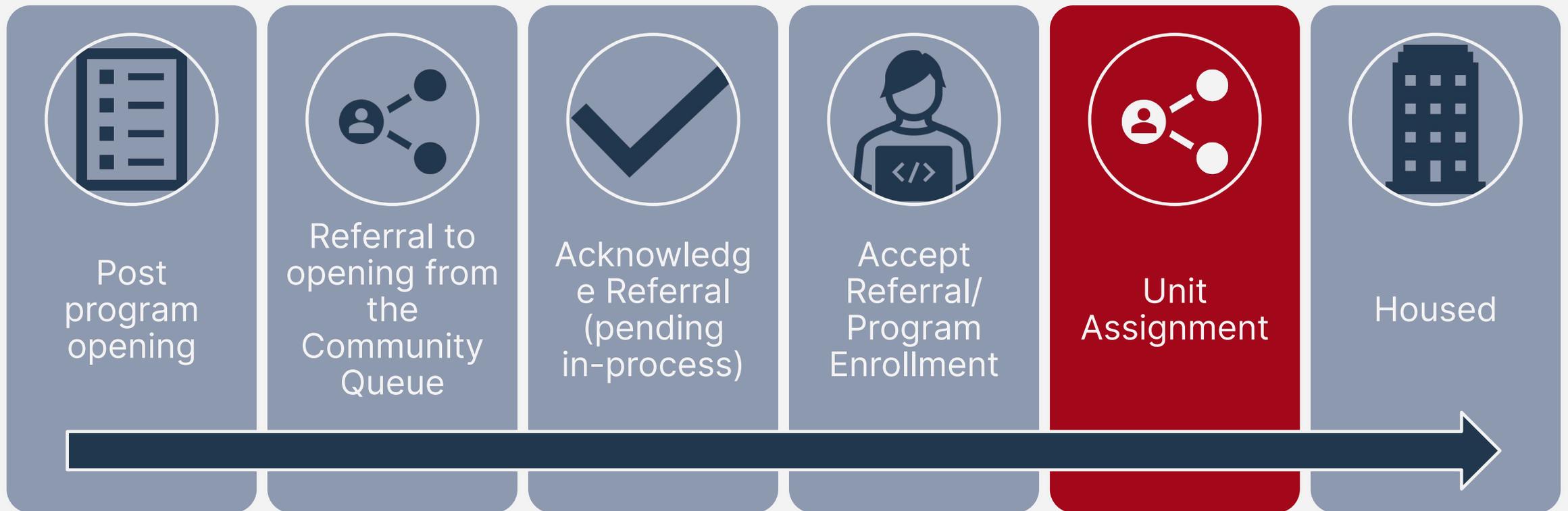
Unit details	
ADA	No
Accessible for Wheelchair	No
Bariatric Beds	No
Beside Outlet	No
Higher Bed	No

On the right side of the interface, there is a map showing the location of the units. A summary panel on the far right provides key statistics:

Total Units	25
% Available	92
% Occupied	0
% Offline	0
% Pending	8
Total Beds	25



Referral Process



Post Program Opening

- Units should be posted when "Ready for Referral"
- Units are posted under the *Availability Tab*
 - Make sure program is set to *Limited Availability*

Pending Community Queue Analysis Completed Denied Sent **Availability** Open Units

Program Availability

CAAP PSH Queue Pandemic Prioritization Queue (HSH Staff Only) **Permanent Housing/ RRH Queue** SFHA - EHV

Berkely RRH FULL AVAILABILITY LIMITED AVAILABILITY NO AVAILABILITY

Haight Street Apartments FULL AVAILABILITY LIMITED AVAILABILITY NO AVAILABILITY

Available Openings

02/21/2019 HDAP Unit

sfg_elevator : 0
sfh_stair : 0
Special Population: Veteran : No
Special Population: Adult : No
Special Population: Family : No
sfo_ada_unit : 0
Chron A : No
HDAP : No
MHSA : No

There are no reserved openings

ADD SINGLE OPENING ADD MULTIPLE OPENINGS

Post Program Opening

- The date is the date the unit is available
- Characteristics that apply to the unit should be listed
- Add unit # under additional notes

ADD AN OPENING ⓧ

Date 

Additional Notes

Unit Number:

Unit Size (# of bedrooms)

Minimum Household Size (min. # of ppl)

Maximum Household Size (max. # of ppl)

What floor is the unit on?

Does the building have stairs?

Does the building have an elevator?

Is the unit wheelchair accessible?

ADA Unit



Referral from the Community Queue

Pending **Community Queue** Analysis Completed Denied Sent Availability Open Units

Community Queue

CAAP PSH Queue Pandemic Prioritization Queue (HSH Staff Only) **Permanent Housing/ RRH Queue** SFHA - EHV

Eligible Clients Only

Mode Standard

Search

Characteristic -- Select --

Active Agency Sara H. Agency 2

Sort By Default

SEARCH

Client	Referral Date	Days Pending
Jenny Jones Referred by: [TRAINING] Department of Homelessness and Supportive Housing	01/07/2022	282
Randall Hall Referred by: [TRAINING] Tenderloin Housing Clinic	04/06/2022	194

- Referrals are sent by HAT via the *Community Queue*
- Referrals are based on eligibility and availability of units

REASSIGN

Program Haight Street Apartments

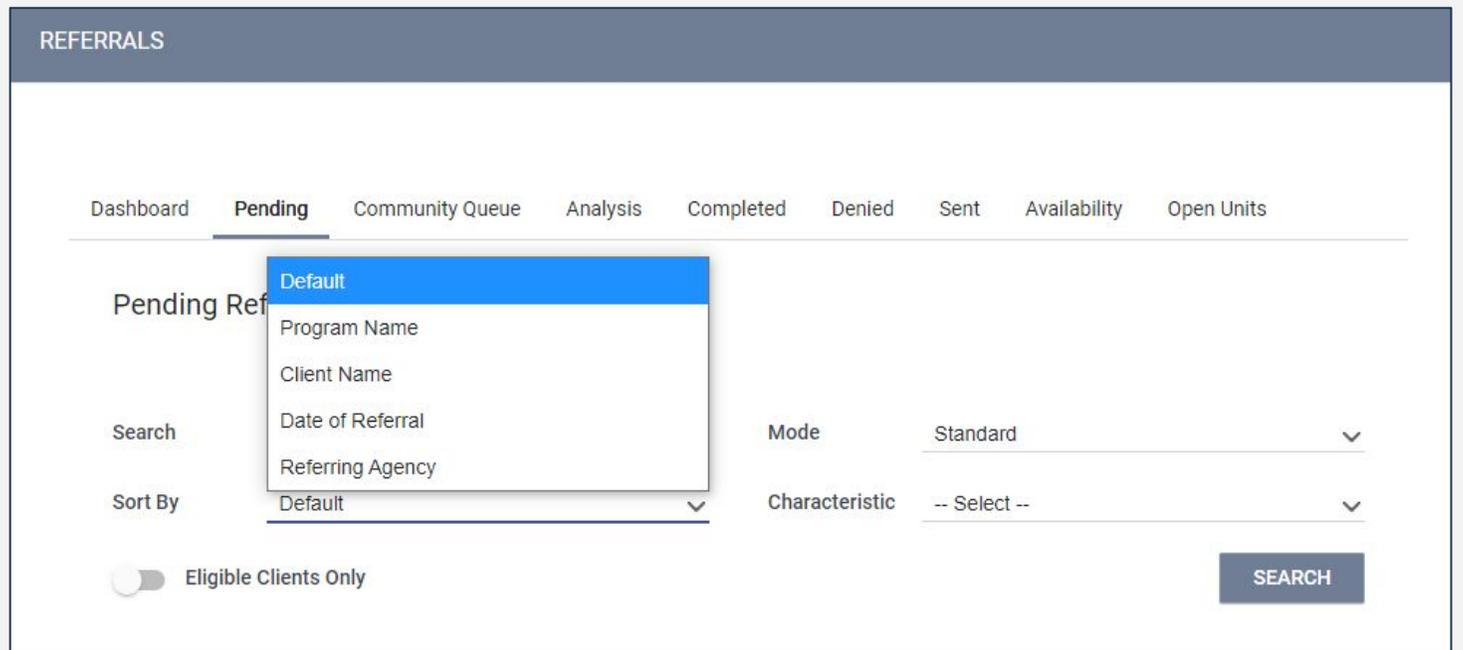
Opening 02/21/2019 HDAP Unit

SAVE CHANGES CANCEL



Pending Tab

- Contains referrals still in process for the user's agency
- Filter by program name, referral date, client name or referring agency



The screenshot displays the 'REFERRALS' interface with the 'Pending' tab selected. A dropdown menu is open, showing filter options: 'Default', 'Program Name', 'Client Name', 'Date of Referral', and 'Referring Agency'. The 'Sort By' dropdown is set to 'Default'. The 'Mode' dropdown is set to 'Standard', and the 'Characteristic' dropdown is set to '-- Select --'. There is a 'SEARCH' button and a toggle for 'Eligible Clients Only'.



Pending In-Process

- Change the status within 1-2 days of receiving the referral
- Notifies the access points the referral was received

Pending Community Queue Analysis Completed Denied Sent Availability Open Units

REFERRAL: EDIT

Client	Neil Jones
Referred Program	Proctor Place Apartments
Referred Program Opening	10/24/2022 Unit 103
Referred to Agency	United Living International
Referring Agency	[TRAINING] San Francisco Adult Coordinated Entry Agency
Referred Date	10/31/2022 8:53 AM
Days Pending	0 day(s)
In Process	0 day(s)
Qualified	Reassigned
Adult Priority score	27
Referred by Staff	Sara Hoffman ⓘ
Case Manager	Select ▾
Last Activity	10/31/2022 CHECK-IN
Status	Pending - In Process ▾
Private	<input type="checkbox"/>

SAVE CHANGES CANCEL



Referral Notes

- HAT will include referral notes
- Access by editing the referral under the *Pending Tab*
- Scroll down to *Notes*

The screenshot shows the 'REFERRALS' interface with the 'Pending' tab selected. Below the navigation tabs, there are search and filter options including 'Search', 'Mode' (Standard), 'Sort By' (Default), and 'Characteristic' (-- Select --). A 'SEARCH' button is located at the bottom right of the filter section. Below the filters, a table lists referrals with columns for Client, Referral Date, Qualified, and Days Pending. The first entry is for Jenny Jones, with a referral date of 01/07/2022 and a status of Reassigned.

Client	Referral Date	Qualified	Days Pending
Jenny Jones Program: Haight Street Apartments Referred by: [TRAINING] Department of Homelessness and Supportive	01/07/2022	Reassigned	282 total 0 pending

The screenshot shows the 'NOTES' interface with a message from Sara Hoffman (@ Sarah Smith Housing Services) dated Oct 17, 2022 at 03:41 PM. The message content is 'Intake appointment scheduled for 11/1/22.' Below the message, there is a rich text editor with formatting options for Bold (B), Italic (I), Bulleted List, and Numbered List.



Denied Referrals

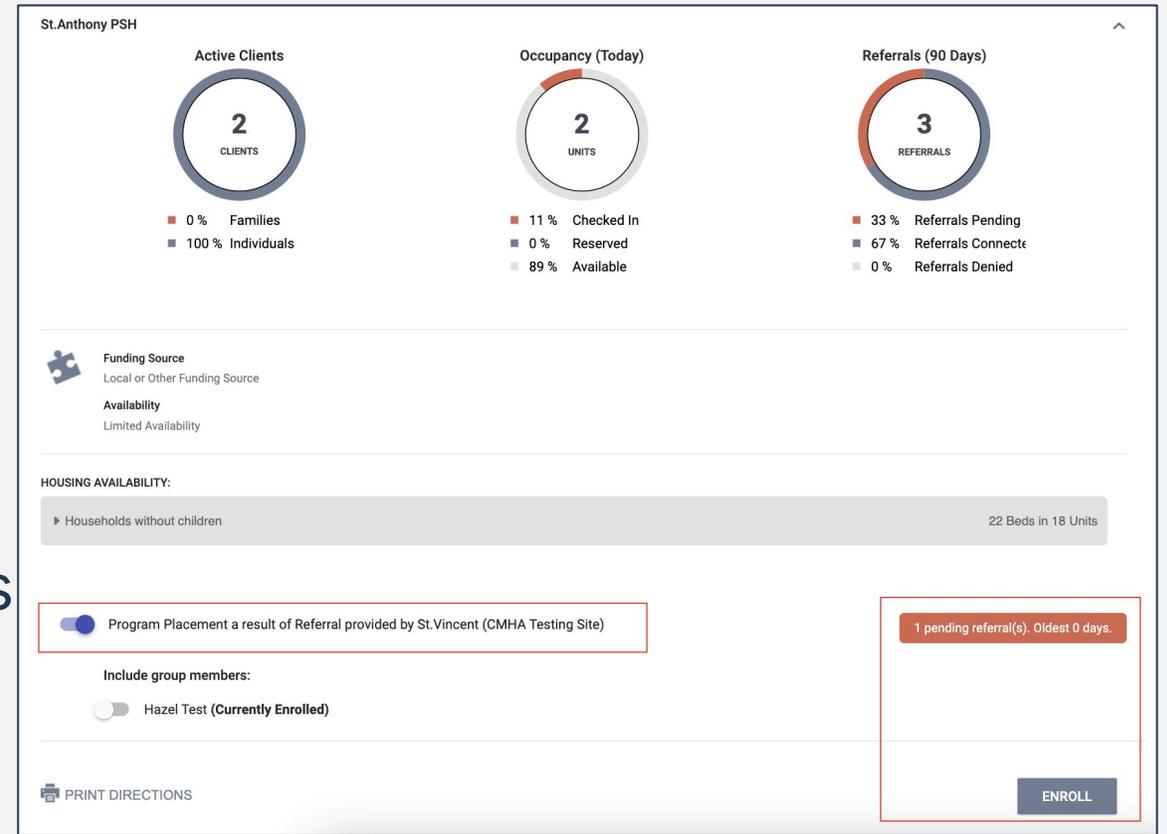
- If a client refuses housing or is deemed ineligible, users will:
 - Determine if client should go back to the CQ
 - Select denial type
 - Provide denial information

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



Accepting Referrals

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



Enrollment

Enrollment History Provide Services Assessments Notes Files Units Forms

Enroll Program for client Randall Hall

Program Date 07/06/2022 

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date 07/06/2022 

PRIOR LIVING SITUATION

Type of Residence Place not meant for habitation (e.g., a vehicle, an abandoned building, bu

Length of Stay in Prior Living Situation One month or more, but less than 90 days

Approximate Date Homelessness Started 02/09/2022 

Number of times on the streets, in ES, or Safe Haven in the past three years Three Times

Total number of months homeless on the streets, in ES, or Safe Haven in the past three years Four Months

LIFETIME LENGTH OF HOMELESSNESS IN SF

Have you ever been homeless in SF? Select

LIFETIME LENGTH OF HOMELESSNESS OUTSIDE OF SF

Have you ever been homeless outside of San Francisco? Select

Last Permanent Zipcode 78613

- For PSH, move-in date and program start date should reflect the move-in date
- Collect as much information as possible
- Avoid using “Client Refused” or “Data not Collected” whenever possible



Manual Unit Assignment

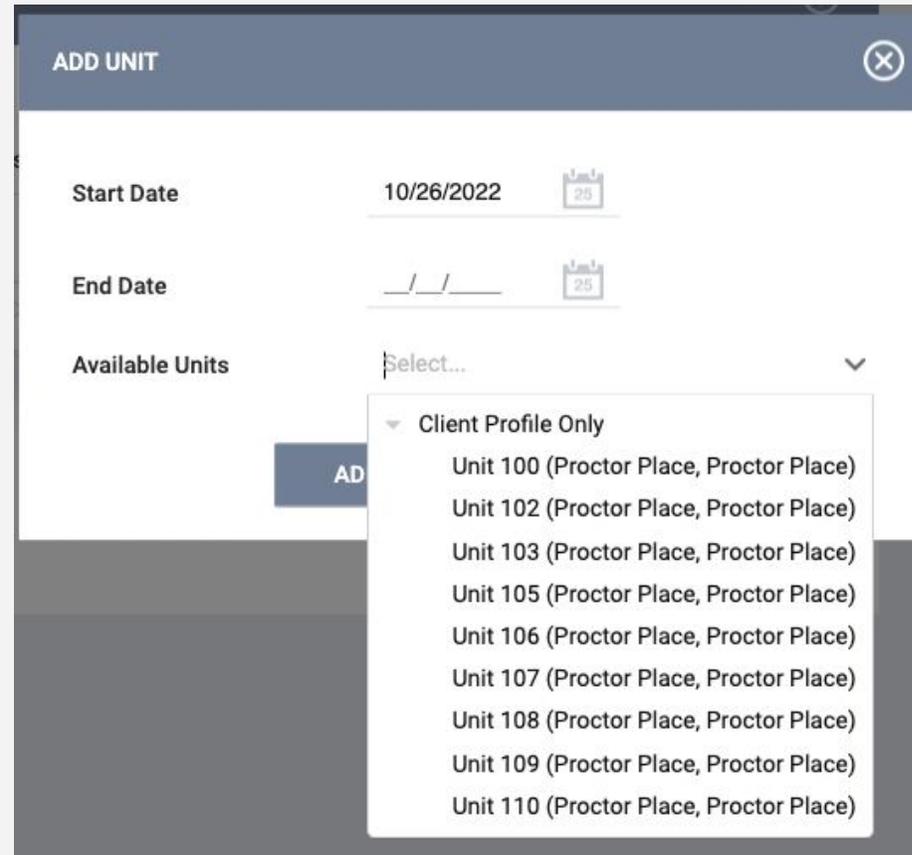
- Assign the client to the unit listed in the referral note
- Complete under the *Unit Tab* after the client is enrolled

The screenshot displays a user interface for a client named 'Randall Hall'. At the top, a dark blue navigation bar contains the name 'Randall Hall' and a series of menu items: PROFILE, HISTORY, SERVICES, PROGRAMS (which is underlined), ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. Below this, a grey bar indicates the current program: 'PROGRAM: JEFFERSON HOTEL - GF'. On the right side of this bar is a red-bordered button labeled 'ADD UNIT' with a plus sign icon. A secondary white navigation bar at the bottom contains the following options: Enrollment, History, Provide Services, Assessments, Notes, Files, Units (highlighted with a red border), Forms, and an 'X Exit' button.



Manual Unit Assignment

- Add Start Date
- Leave End Date blank
- Click *Available Units*
 - Click *Client Profile* and select the unit the client was referred to



The screenshot shows a web form titled "ADD UNIT" with a close button in the top right corner. The form contains three main sections: "Start Date" with the value "10/26/2022" and a calendar icon; "End Date" with a blank date field and a calendar icon; and "Available Units" with a dropdown menu. The dropdown menu is open, showing a list of units under the heading "Client Profile Only". The units listed are Unit 100 through Unit 110, each followed by "(Proctor Place, Proctor Place)".



Enrollment Sidebar

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

104 DAYS ACTIVE PROGRAM

Program Type:	Individual
Program Start Date:	07/06/2022
Assigned Staff:	Melissa Wheeler
Head of Household:	Randall Hall <input type="checkbox"/>
Unit Name:	104



Exiting Client from Unit

- 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

The screenshot displays a user interface for a client named Brad Jones. The top navigation bar includes links for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. Below this, the program is identified as 'JEFFERSON HOTEL - GF'. A secondary navigation bar contains links for Enrollment, History, Assessments, Notes, Files, Units, and Forms. A red box highlights an 'X Exit' button in the top right corner of the main content area. The main content area is titled 'Program Service History' and contains a table with the following data:

	Start Date	End Date
100 Jefferson Hotel, Jefferson Hotel	08/03/2022	08/03/2022
105 Jefferson Hotel, Jefferson Hotel	07/11/2022	07/12/2022



[GNRL-106] Program Roster

- Accessed under Program Based Reports
- Includes program stay information for selected programs
- Now includes unit assignment

Program Roster Report													Big River Housing		
													Active within 01/01/2022 thru 09/14/2022		
Housing Move-in: Undefined = Unknown HoH or adjusted Move-in is Null, <input type="checkbox"/> = 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															
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	Unit Start Date	Unit End Date
<i>Program: Rivers Shelter</i>															
Hoffer, Ben	D14B0B116	01/01/1986	35	36	11/30/2021	04/01/2022	122		0	0	0	S. Hoffman	Bunk 1	11/30/2021	
Test, Emma	94DB52D77	01/01/2000	21	22	12/16/2021	-	273		0	0	0	E. Nunn	n/a	n/a	n/a
Test, Janey	505D324D6	05/21/1999	22	23	02/10/2022	03/01/2022	19		0	0	0	S. Hoffman	Bunk 2	02/10/2022	03/01/2022
Smith, Amy	110C43CB2	08/25/1981	40	41	02/10/2022	-	217		0	0	0	S. Hoffman	Bed 5	02/10/2022	
Nguyen, Thon	B04A5E492	01/15/1999	23	23	09/14/2022	-	1		0	0	0	S. Hoffman	Private Room 11	09/14/2022	
Nguyen, Baby	DA3B3725C	06/12/2019	3	3	09/14/2022	-	1		0	0	0	S. Hoffman			

Number of Enrollments: 6
 Number of Unique Clients: 6
 Number of Households: 5

Total Number of Enrollments: 6
 Total Number of Unique Clients: 6
 Total Number of Households: 5

*Note: * denotes Inactive Assigned Staff*



Unit Status

- *Unit Status* can be changed from the dashboard
- Provides the ability to reflect a unit's status in real time
- Three unique statuses:
 - Active
 - Offline
 - Inactive

**Contact your HSH program manager before making units inactive*



Change Units to Offline

- When a client exits a unit, the unit should be changed to offline
 - Exiting the program
 - Unit transfers
- Allows time for cleaning and maintenance



Unit Status

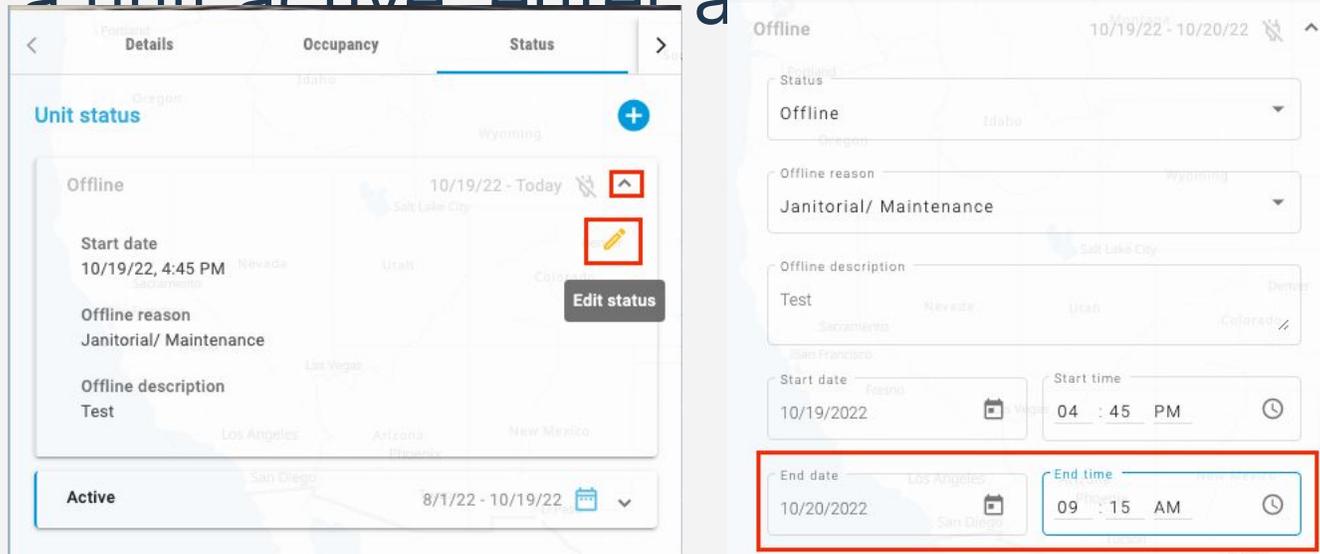
- Open the *Display Card* for the unit
- Change unit status under the *Status Tab*
- Status history is listed in chronological order
- Unit Status cannot overlap

The screenshot displays a user interface for managing unit statuses. At the top, there are filter buttons for 'Status', 'Agency', 'Site', and 'Building 1'. Below this, a list of units is shown. Two units are visible: unit 500 and unit 501, both labeled as 'Available'. Each unit card includes a circular icon with the unit number, the unit type and location, and a list of associated agencies. A detailed view of unit 500 is shown on the right, featuring a photo of the building and a 'Status' tab. The 'Status' tab is highlighted with a red box, and a '+' icon in the top right corner of the status dropdown is also highlighted with a red box. The status dropdown shows 'Active' as the current status, with a date range of '8/1/22 - Today' and a 'CLOSE' button at the bottom.



Editing/Ending a Unit Status

- The pencil icon can be used to edit or end a current status
- To make a unit active, enter an end date to the current status



Moving Clients to a Different Unit

- Clients can be moved to another unit due to:
 - Reasonable accommodation, safety, and facility issues
- Unit transfers are completed under the *Unit Tab*
- End date for the current unit should be the last day the client slept in the unit

PROGRAM: JEFFERSON HOTEL - GF ADD UNIT +

Enrollment History Provide Services Assessments Notes Files **Units** Forms × Exit

Unit	Start Date	End Date
 116 Jefferson Hotel, Jefferson Hotel	05/02/2022	

Edit

EDIT UNIT ×

Start Date 05/02/2022 

End Date **10/16/2022** 

SAVE CHANGES CANCEL



Moving Clients to a Different Unit

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

PROGRAM: JEFFERSON HOTEL - GF ADD UNIT +

Enrollment History Provide Services Assessments Notes Files **Units** Forms × Exit

Unit	Start Date	End Date
106 Jefferson Hotel, Jefferson Hotel	08/03/2022	08/03/2022
105 Jefferson Hotel, Jefferson Hotel	07/11/2022	07/12/2022

ADD UNIT +

ADD UNIT ×

Start Date 10/31/2022 9:00 AM ⌚

End Date ⌚

Available Units Unit 100 (Proctor Place, Proctor Place) ▾

Current Instance time: 10/31/2022 9:06 AM

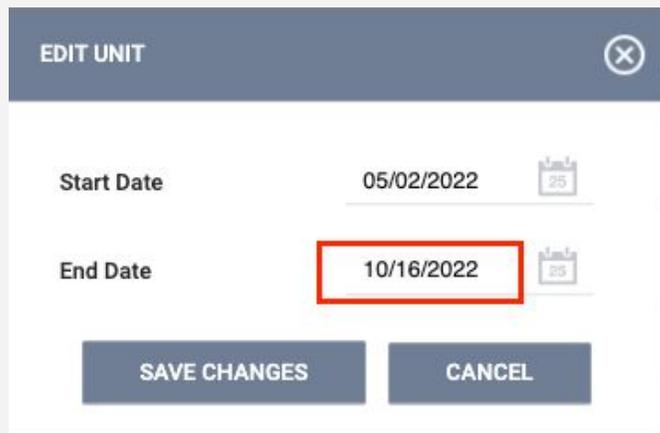
ADD CANCEL



Moving Clients to a Different Unit

- The start and end dates should not overlap

End Date for Current Unit



The screenshot shows the 'EDIT UNIT' form with the following fields:

- Start Date: 05/02/2022
- End Date: 10/16/2022 (highlighted with a red box)

Buttons: SAVE CHANGES, CANCEL

Start Date for New Unit



The screenshot shows the 'ADD UNIT' form with the following fields:

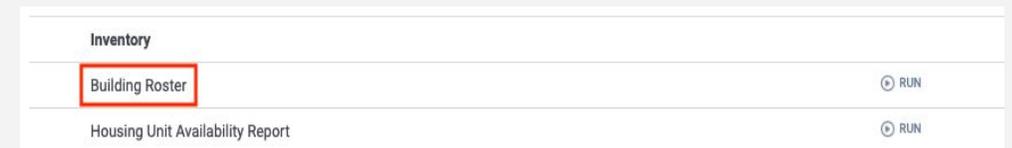
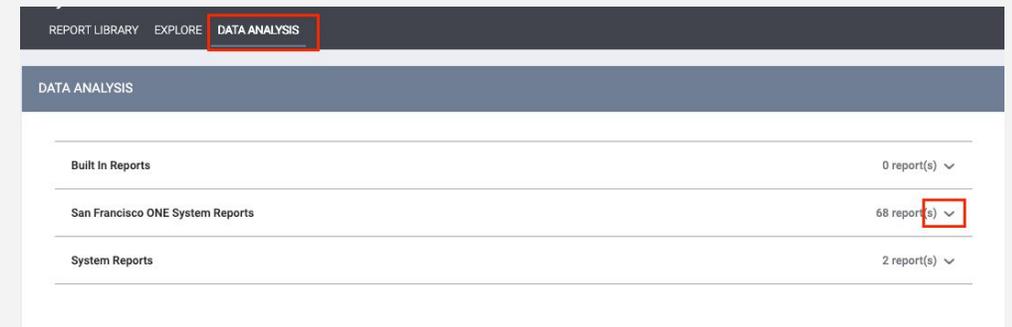
- Start Date: 10/17/2022 (highlighted with a red box)
- End Date: / /
- Eligibility Override:
- Available Units: 104 (Jefferson Hotel, Jefferson Hotel)

Buttons: ADD, CANCEL



Building Roster Report

- Accessed under the Data Analysis Tab
 - Under San Francisco ONE System Report> Inventory
- Provides unit availability and status information
- Can be filtered by building



Building Roster Report

Inventory

Building Roster [WIP] ♥ 📄

[Update](#) ☰ ⋮

Building Name: Current Availability:

Jefferson Hotel

108

Total Units

Breakdown of Units

Current Availability	Count
Available	5
Occupied	100
Offline	3

Units by Status

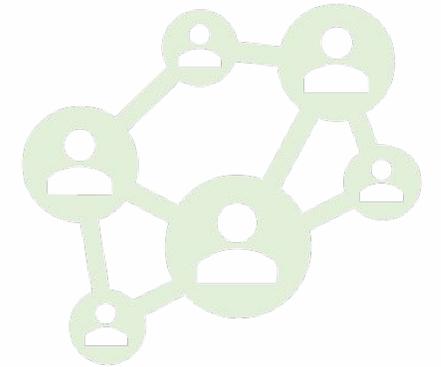
	Building	Unit Name	Unit Configuration	Current Availability	Offline Reason	Head of Household	ONE Profile Link	Occupancy Start Date
1	Jefferson Hotel	505	Adult - SRO- GF	Occupied	⊘	Sara Wright	99250 ...	2022-08-31
2	Jefferson Hotel	525	Adult - SRO- GF	Occupied	⊘	Victor Savino	99246 ...	1991-08-15
3	Jefferson Hotel	103	Adult - SRO- GF	Occupied	⊘	Lillian Grace	93345 ...	2022-03-04
4	Jefferson Hotel	321	Adult - SRO- GF	Occupied	⊘	David Hall	93343 ...	2022-03-04
5	Jefferson Hotel	307	Adult - SRO- GF	Occupied	⊘	Michael Goddard	93338 ...	2022-03-04
6	Jefferson Hotel	200	Adult - SRO- GF	Occupied	⊘	Wesley Jones	93337 ...	2022-03-04
7	Jefferson Hotel	222	Adult - SRO- GF	Occupied	⊘	Phanh Le	93335 ...	2022-03-04
8	Jefferson Hotel	515	Adult - SRO- GF	Occupied	⊘	David Magdaleno	93333 ...	2022-03-04
9	Jefferson Hotel	518	Adult - SRO- GF	Occupied	⊘	Robert Nisby	93332 ...	2022-03-04
10	Jefferson Hotel	312	Adult - SRO- GF	Occupied	⊘	John Hall	85658 ...	2021-08-02
11	Jefferson Hotel	519	Adult - SRO- GF	Occupied	⊘	Jesse Kidd	85568 ...	2021-08-10



But what about the OVT?

- Information about each unit is now prepopulated in the ONE System! Now users can update unit status (active or offline, including offline reasons) and/or transfer clients between units within ONE.
- Essential OVT dates:
 - Continue to update the OVT until Wednesday 11/9
 - Phase 2 buildings will be removed from the OVT on 11/10 and providers will receive a snapshot report of the data being migrated into ONE by 11/14
 - Any units to be set as offline or available should be done **in ONE** starting 11/14
 - Continue to use for buildings that do not receive referrals from HAT

What am I responsible for?



- Support Services
 - Enrollments; can add unit number at point of enrollment
 - Annual assessments
 - Exits
 - Ensuring program rosters are up to date and include all clients in your program
- Property Management:
 - Posting program openings
 - Updating unit status, including offline reasons
 - Ensuring clients are correctly associated with their current unit
 - At move-in
 - Reasonable Accommodation moves
 - Regularly monitor your building rosters to ensure accurate occupancy and availability

Important Next Steps

- There will very likely be discrepancies in the data that is live in ONE on 11/14
 - Verified as of early September, but will not reflect recent move-ins, move-outs, or unit transfers.
- Both Support Services and Property Management staff should run program and building rosters and ***update records by 12/1***
- If necessary, we'll have follow-up sessions with individual providers and program managers the week after Thanksgiving (11/28-12/2)

What if I need support?

- Office Hours
 - Monday 11/14: 10 am – 11 am and 2 pm – 3 pm
 - Thursday 11/17: 2 pm – 3 pm
 - Friday 11/18: 11 am – 12 pm
 - Tuesday 11/22: 2 pm – 3 pm
- Follow up TA support session scheduled for last week of November
- Documentation
 - Tip sheets
 - Training videos
- For initial questions, contact your HSH program manager
- Starting in December, contact onesf@bitfocus.com

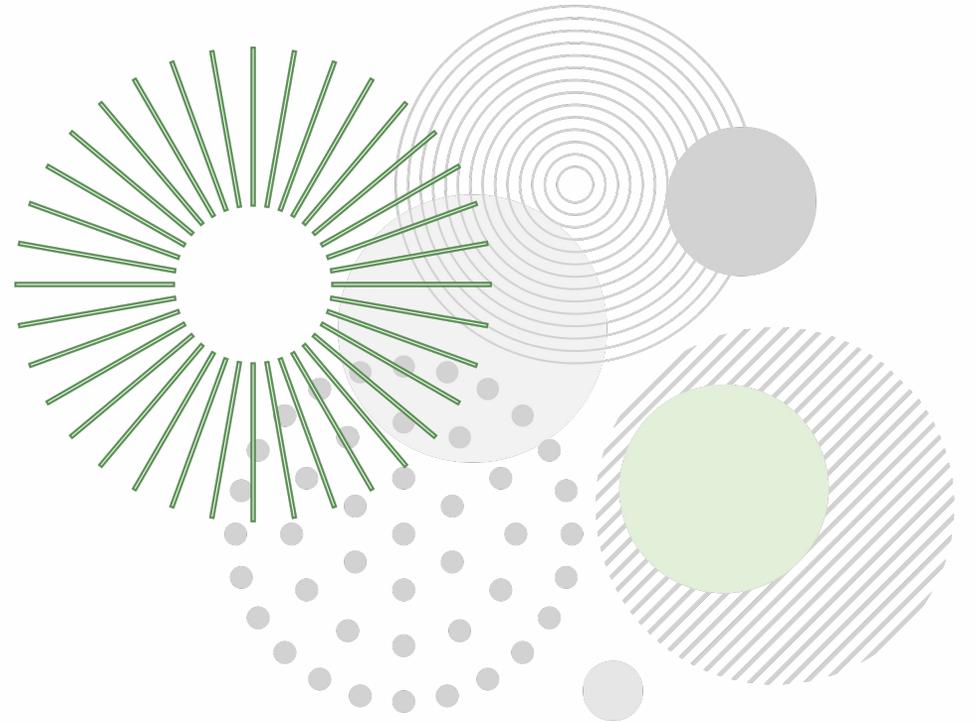


Phase 3

- What to expect
 - We are currently confirming unit setup for the units in Phase 3
 - Similarly to Phase 2, housing providers will help with client-unit association
 - New training on advanced functionality
- How to prepare
 - Ensure program rosters are up to date
- Launching Spring 2023

Reactions

- What is one word that describes how you feel about new Inventory functionality in ONE?
Please answer in the chat!



Goals, Achieved

- We hope you are leaving with an understanding of:
 - Why we are launching Inventory
 - What Inventory will and won't do
 - How the functionality will appear in your day-to-day work
 - Changes to your current workflow
 - What to expect around the timeline and transition related to the OVT
 - How to get help if you have questions

