

City Wide Offline Vacancy Tracker Procedures and Guidelines

Purpose

The San Francisco Department of Homelessness and Supportive Housing (HSH) has developed a City-Wide Offline Vacancy Tracker (OVT) Application to track housing unit vacancies, within the HSH portfolio, for Adult, Family and Transition Age Youth housing. This process allows property managers a centralized location to post unoccupied units and affords HSH the ability to monitor the length of time a unit remains vacant before it is made available for occupancy in the ONE (Online Navigation Entry) System.

The purpose of this guide is to provide direction on how to use the tool and provide guidance on timeliness of system entries.

System Requirements

- License
To begin the process, each user must obtain a license to use the system. Licenses are issued by HSH to property management staff or designated personnel. To obtain a license contact Valerie Okelola at valerie.okelola@sfgov.org.

- Hardware
The System is accessible via internet connection and must meet the following requirements:

Operating System

Windows 10 preferred

Mac OS X 10 or later

Web Browser

Microsoft Edge

Google Chrome (most recent 2 versions)

Mozilla Firefox (most recent 2 versions)

Mac Safari

- Troubleshooting
If user is unable to access the Vacancy Tracker Application, contact the HSH program manager. HSH Department of Information Technology should not be contacted for login issues. Direct all inquiries to the HSH program manager responsible for the property contract.

Staff Training

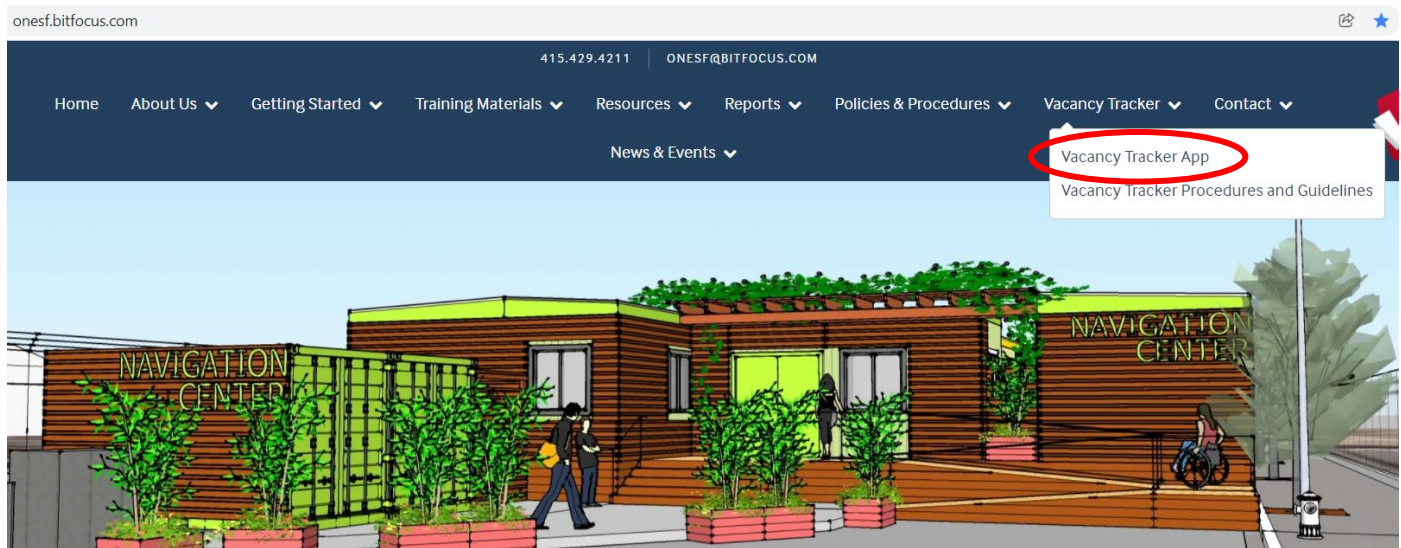
All designated property management staff provided with a Vacancy Tracker license received training in February 2020 prior to the application launch date. Training for new staff can be requested by contacting Valerie Okelola at valerie.okelola@sfgov.org. Training ensures that policies and procedures are fairly, and consistently applied and high-quality services are delivered to households seeking homelessness assistance.

Procedure

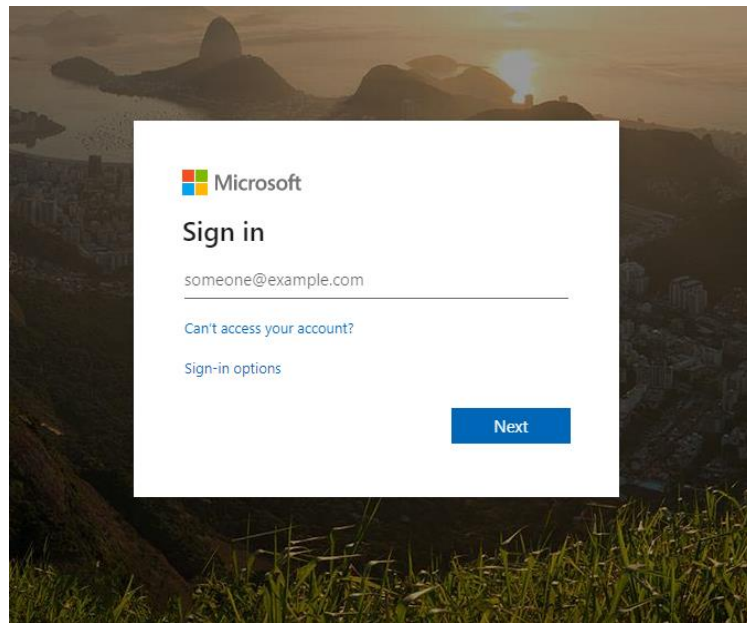
To add a vacant unit to the inventory:

NOTE: Upon initial login to the Application user is required to complete the two-factor authentication, (sometimes referred to as two-step verification process) in which the user provides two different authentication factors to verify identity. Two-factor authentication will likely require each person to use a separate authenticating mechanism to gain system access, such as a text message or email.

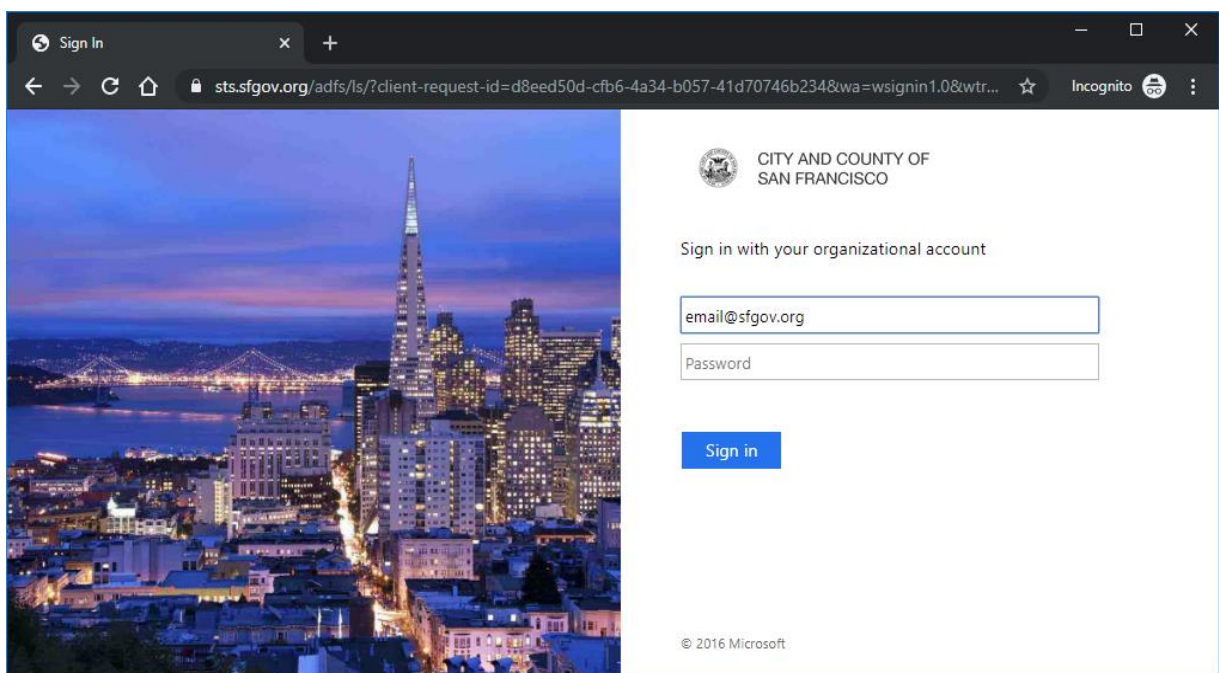
1. Launch Application
2. On your web browser, go to: <https://onesf.clarityhs.help/hc/en-us> and click on the “Vacancy Tracker” link. **Do not** attempt to log into ONE, this is not the application for the vacancy tracker.



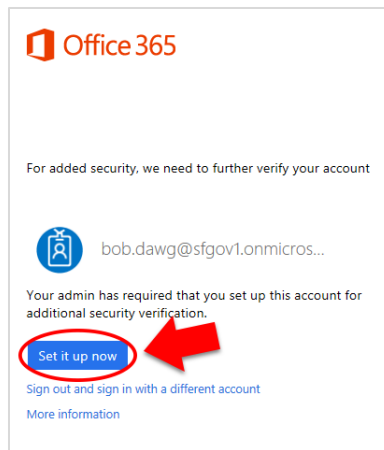
3. At sign in, type email address: username@sfgov.org and click “Next”.



4. You will be redirected to the City and County of San Francisco sign in portal. Provide password and click “Sign in”



5. If this is your first time signing into Office 365 (O365), you will be prompted to setup Multi-Factor-Authentication (MFA) for O365. Please follow the instructions below to set up MFA for O365 using SMS to your mobile phone
 - a. Log into Outlook Web App after MFA has been enabled for your account:
<http://outlook.com/sfgov.org>. Log into your account and when prompted, click the “Set it up now” button to proceed.



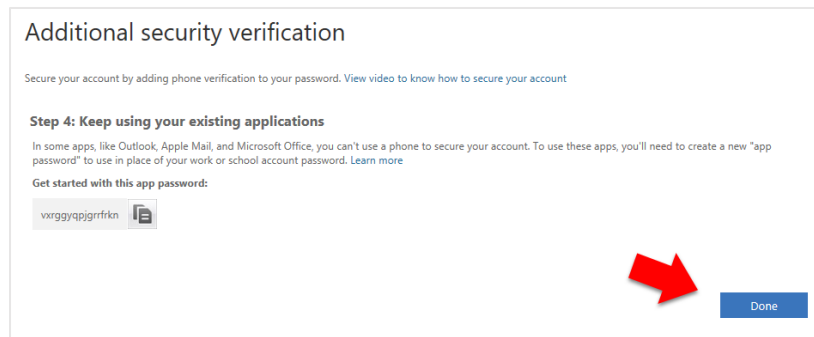
- b. Select “Authentication Phone” in the drop down menu. Enter mobile phone number and select “Send me a code by text message”. Click “Next” to continue.

This screenshot shows the "Additional security verification" screen, Step 1: "How should we contact you?". It includes a link to "View video to know how to secure your account". The form has three main sections: "Authentication phone" with a dropdown menu (indicated by a red arrow), a country dropdown set to "United States (+1)" (indicated by a red arrow), and a phone number input field containing "4155726438" (indicated by a red arrow). Below this is a "Method" section with two radio buttons: "Send me a code by text message" (selected, indicated by a red arrow) and "Call me". A "Next" button is at the bottom right (indicated by a red arrow). A disclaimer at the bottom states: "Your phone numbers will only be used for account security. Standard telephone and SMS charges will apply."

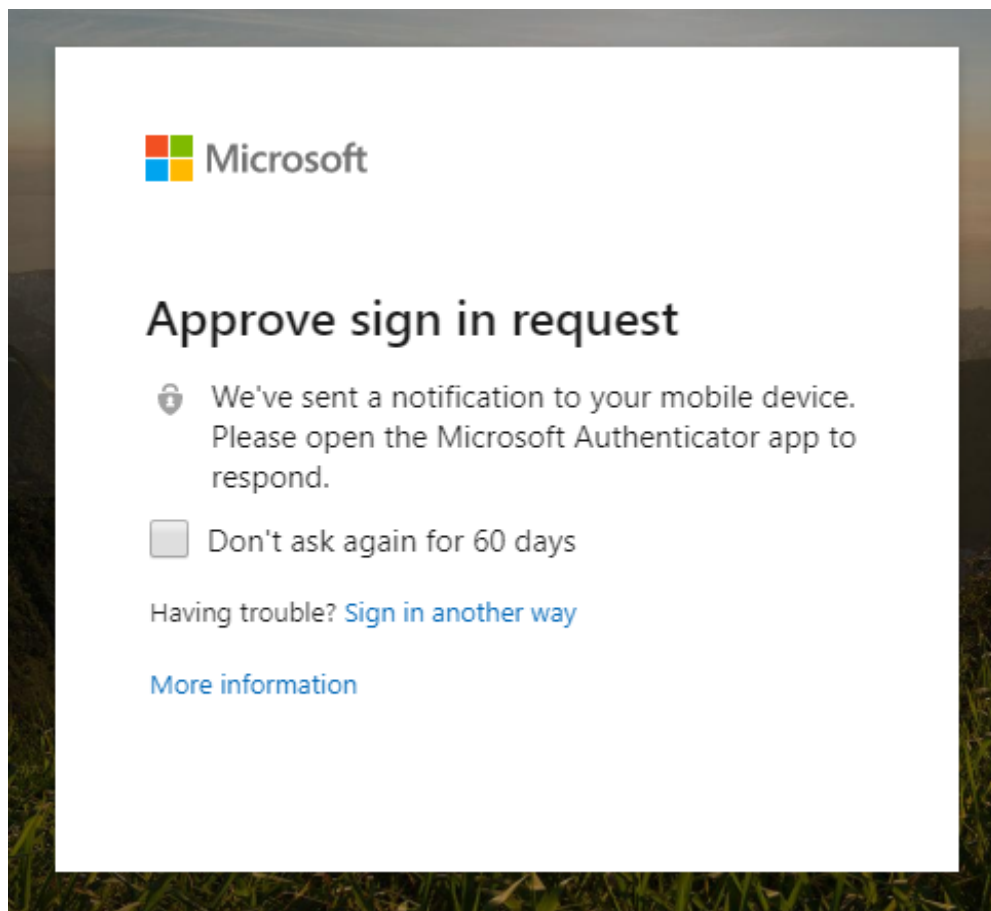
- c. You will receive an SMS message to your phone with a verification code. Enter the code and click “Verify”.

This screenshot shows the "Additional security verification" screen, Step 2: "We've sent a text message to your phone at +1 4151234567". It includes a link to "View video to know how to secure your account". The instruction "When you receive the verification code, enter it here" is followed by a text input field (indicated by a red arrow). At the bottom right are "Cancel" and "Verify" buttons (indicated by a red arrow).

- d. Click “Done”.



6. For the next login attempt, you will be required to complete the MFA process. Enter the code or approve the sign in with Microsoft Authenticator.



7. Report a vacant unit

- a. At the home screen, select “New”.

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City Wide Offline Vacancy Tracker

Search

Hotel California	Unit# 10	>
Hotel California	Unit# 11	>
Hotel California	Unit# 15	>
Hotel California	Unit# 22	>
Hotel California	Unit# 8	>
Hotel Transylvania	Unit# 1	>
Hotel Transylvania	Unit# 11	>
Hotel Transylvania	Unit# 2	>
Hotel Transylvania	Unit# 33	>

Use the New button to report a new vacant unit.
Or
Pick an unit on the vacant list to Edit/Update the unit.

New

9 Vacant Unit(s) Found 2/6/2020

- b. *Program Name* - Select appropriate program name from drop down menu and select appropriate program.

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City Wide Offline Vacancy Tracker

Search

Hotel California	Unit# 10	>
Hotel California	Unit# 11	>
Hotel California	Unit# 15	>
Hotel California	Unit# 22	>
Hotel California	Unit# 8	>
Hotel Transylvania	Unit# 1	>
Hotel Transylvania	Unit# 11	>
Hotel Transylvania	Unit# 2	>
Hotel Transylvania	Unit# 33	>

Report a new vacant unit

Program name: Hotel California (1360 Mission)

Unit number:

Unit size:

Populations:

Amenities:

Funding sources:

Date of vacancy:

Move out reason:

Status:

Expected date available:



Save Cancel

9 Vacant Unit(s) Found 2/6/2020

- c. *Unit Number* - Manually type the unit number of the vacancy.
- d. *Unit Size* - Select the appropriate option.
- e. *Minimum Occupancy* -Type the number (digit) in the space provided

- f. *Maximum Occupancy* - Type the number (digit) in the space provided
- g. *Amenities, Population and Funding Sources, Minimum Income and Maximum Income* - Complete fields using the dropdown feature or by typing the response in the space provided.

NOTE: Select all that apply for populations, amenities and funding sources.

Department of Homelessness and Supportive Housing (HSH)
City Wide Offline Vacancy Tracker

Program name	Unit#	
Hotel California	10	>
Hotel California	11	>
Hotel California	15	>
Hotel California	22	>
Hotel California	8	>
Hotel Transylvania	1	>
Hotel Transylvania	11	>
Hotel Transylvania	2	>
Hotel Transylvania	33	>

Report a new vacant unit

Program name

Hotel California

1360 Mission

Unit number

111

Fill unit properties with previous data

Unit size

Populations

Amenities

Funding sources

Date of vacancy

Move out reason


Status

Expected date available

Save

Cancel

9 Vacant Unit(s) Found 2/6/2020



Department of Homelessness and Supportive Housing (HSH)
 City Wide Offline Vacancy Tracker

Hotel California	Unit# 10	>
Hotel California	Unit# 11	>
Hotel California	Unit# 15	>
Hotel California	Unit# 22	>
Hotel California	Unit# 8	>
Hotel Transylvania	Unit# 1	>
Hotel Transylvania	Unit# 11	>
Hotel Transylvania	Unit# 2	>
Hotel Transylvania	Unit# 33	>

Report a new vacant unit

Program name

Hotel California

1360 Mission

Unit number

111

Fill unit properties with previous data

Unit size

SRO

Populations

VET Single Adult

Amenities

Funding sources

Date of vacancy

Move out reason


Status

Expected date available

Save

Cancel

9 Vacant Unit(s) Found 2/6/2020



Department of Homelessness and Supportive Housing (HSH)
 City Wide Offline Vacancy Tracker

Hotel California	Unit# 10	>
Hotel California	Unit# 11	>
Hotel California	Unit# 15	>
Hotel California	Unit# 22	>
Hotel California	Unit# 8	>
Hotel Transylvania	Unit# 1	>
Hotel Transylvania	Unit# 11	>
Hotel Transylvania	Unit# 2	>
Hotel Transylvania	Unit# 33	>

Report a new vacant unit

Program name

Hotel California

1360 Mission

Unit number

111

Fill unit properties with previous data

Unit size

SRO

Populations

VET Single Adult

Amenities

Bathroom Elevator Roll-in Shower

Funding sources

Date of vacancy

Move out reason

Status

Expected date available

Save

Cancel

9 Vacant Unit(s) Found 2/6/2020

Department of Homelessness and Supportive Housing (HSH)
City Wide Offline Vacancy Tracker

Report a new vacant unit

Program name	Unit number	Unit size	Populations	Amenities	Funding sources	Date of vacancy	Move out reason	Status	Expected date available
Hotel California	111	SRO	VET Single Adult	Bathroom Elevator Roll-in Shower	CNC GF HCV VA				

9 Vacant Unit(s) Found 2/6/2020

Save Cancel

Department of Homelessness and Supportive Housing (HSH)
City Wide Offline Vacancy Tracker

Report a new vacant unit

Program name	Unit number	Unit size	Populations	Amenities	Funding sources	Date of vacancy	Move out reason	Status	Expected date available
Hotel California	111	SRO	VET Single Adult	Bathroom Elevator Roll-in Shower	CNC GF HCV VA				

9 Vacant Unit(s) Found 2/6/2020

Save Cancel

- h. *Date of vacancy, Move- out reason, Status, Expected date available and Ready for referral* - Complete fields using dropdown feature when applicable. Select calendar for date fields

Note: Status- Status options include:

1. Delayed (Please Explain) Use “Notes” section to provide an explanation;
2. Excessive Property; Please select this option when a unit has a substantial number of items needing to be removed (hoarding, filth etc.)

3. Hold for RA; Unit being held for a reasonable accommodation (RA) transfer;
4. HSH Hold for Transfer; External transfer (HSH holds a unit for a RA Transfer, Life Safety Transfer and change in Household composition)
5. Hold for Transfer; (Internal transfer- property holds unit for an internal transfer at the site)
6. Janitorial; (Unit requires minor repairs and cleaning)
7. Maintenance; (Unit requires major/substantial repairs)
8. Medical Examiner Hold; (Unit being held by the City's Medical Examiner's Office)
9. Pest Control; (Unit needs to be professionally treated for pests)
10. Property Hold;(Provider placed a hold on the unit for various reasons. The note section should be completed to provide details)
11. Ready for Inspection; (Unit needs to be inspected by San Francisco Housing Authority (SFHA) or Department of Building Inspection (DBI))
12. Ready for Referral; (Unit is available for occupancy)
13. Temp Occupied: (Unit is temporarily occupied by a resident while repairs to the permanent unit are made)

- i. *Notes* – This is an optional field - Provide any applicable notes in the respective field (Example: If unit is ready for inspection, the notes field can be used to specify if unit is awaiting inspection from DBI or SFHA).

8. Review all data for accuracy

9. Save the entry

NOTE: Save will be disabled if the unit number is a duplicate of a unit currently posted in the Application. Duplications are not permitted.

10. Status Updates

Please return to the Offline Vacancy Tracker to update unit status as necessary and save changes.

Expectations

It is expected that organizations comply with reporting vacancies in the City-Wide Offline Vacancy Tracker as of **March 2, 2020**. All vacancies should be reported using the Vacancy Tracker tool and any previous methods of communicating and reporting vacancies, including email, shall no longer be utilized **except for Direct Access Housing (DAH) units**. Providers of legacy DAH buildings should continue to complete and send the HSH Vacancy Alert and Referral Request form to hsh-dah@sfgov.org when the unit status is changed in the Vacancy Tracker to "Ready for Referral". (HSH is still using the DAH database to track these clients.)

Additionally, legacy DAH providers should also continue to send the HSH Referral Outcome Form to hsh-dah@sfgov.org to track the outcome of the referral.

Beginning March 2, 2020, Property Managers will follow a two-step process to report all vacancies:

1. Vacant units should be posted in the City-Wide Offline Vacancy Tracker as soon as the unit becomes vacant, and at least on a weekly basis. The Vacancy Tracker must be updated with the

current vacancies and status no later than 5pm Friday. If there are any issues with timely postings, the HSH program manager administering the contract for the property should be immediately contacted.

2. Currently, when the housing provider is ready to receive a referral for the unit, the status of the unit in the Vacancy Tracker should be updated to “Ready for Referral”. The notes field in the Vacancy Tracker should include all relevant information on the unit and any additional eligibility requirements for posting in the ONE System (see example below). When a unit is updated to this status, the Vacancy Tracker Application will send an automatic notification to HSH staff who will post the vacant units as a program opening in the ONE System for referral no later than the close of business on the following Wednesday.

NOTE: Programs which are not currently in the ONE System and whose vacant units are tracked/maintained on the Google Spreadsheet (formerly termed DAH Spreadsheet) by Coordinated Entry, should close the referral in the OVT by using the code “1111” in place of the ONE posting ID. After entering “1111” in the ONE Opening ID field, select the appropriate date (date made ready for referral/placed on the Google Spreadsheet) and click update. The vacancy will then be removed from the OVT.

Department of Homelessness and Supportive Housing (HSH)
City Wide Offline Vacancy Tracker

Report a new vacant unit

Property	Unit#	Action
Hotel California	10	>
Hotel California	11	>
Hotel California	15	>
Hotel California	22	>
Hotel California	8	>
Hotel Transylvania	1	>
Hotel Transylvania	11	>
Hotel Transylvania	2	>
Hotel Transylvania	33	>

9 Vacant Unit(s) Found 2/6/2020

Populations: VET FAM

Amenities: Elevator Bathroom Nurse in building

Funding sources: CNC GF HCV VA

Date of vacancy: 12/23/2019

Move out reason: Voluntary Surrender-Other

Status: Ready to Post to ONE

Expected date available: 2/3/2020

Notes: Unit will be ready to Post in ONE on 1.3.2020. Unit is located on the seventh floor. The elevator is operable.

Save Cancel

Once Property Management has access to the ONE System, this step will be amended as follows:

- a. When the housing provider is ready to receive a referral for the unit, the status of the unit in the Vacancy Tracker should be updated to “Ready for Referral”. Property Management staff will enter the unit as a program opening in the ONE System, including all relevant information on the unit and eligibility requirements for referral through HSH’s

Coordinated Entry process. A referral match for a vacant unit will not be made until the opening is posted in the ONE System.

10. Entering Units in ONE

- After logging into ONE, ensure that you are in “San Francisco Adult Coordinated Entry Agency” if you are an HSH staff member. Providers should view ONE by Agency Name.
- Select “Referrals” from the upper right corner
- Select “Availability” from the Referrals page
- Select the appropriate program name
- Scroll down to select “Add Single Opening” or “Add Multiple Openings”, if applicable
- Complete data fields in “Add an Opening”
- Save Changes

11. Obtaining the Opening ID from ONE

- After logging into ONE, ensure that you are in “San Francisco Adult Coordinated Entry Agency”.
- Select “Referrals” from the upper right corner
- Select “Open Units” from the Referrals page
- Select “Program Name or “Program Opening Date” to sort (the most recent entries will appear at the top of the page)
- Identify the unit posted, copy and paste the number into the OVT, select the appropriate date and click update. The vacancy will then be removed from the OVT.

Open Unit Report Live 03.02.20

FILTERS (4) Agencies Agency Name is not "False Example Agency" or "Test" Agencies CoC Code is "CA-501" Program Openings Open Referrals is 0 Program Openings Opening Filled / Deleted (Yes / No) is No

VISUALIZATION TABLE LEGACY

Agency name	Program Name	Program Opening Date	Opening ID	Program Description	Program Type	Program Opening Note	Program Openings Opened At (Yes / No)	Access Point Staff Responsible (Yes / No)	Program Openings HSDAP (Yes / No)	Program Openings MHA (Yes / No)	Program Openings Unit Number	Program Openings Minimum Household Size (min. # of ppl)	Program Openings Maximum Household Size (max. # of ppl)	Program Openings What floor is the unit on?	Program Openings Does the building have an elevator? (Yes / No)	Program Openings Does the building have stairs? (Yes / No)	Program Openings ADA Unit (Yes / No)	Program Openings Side Population (Yes / No)	Population
Community Housing Partnership	Zygmunt Arentz House	2019-11-01	2644	PH - Housing with Services (no disability required)		#312 posted by AL	No	No	No	No	312	0	0	0	No	No	No	No	Single Adult
Community Housing Partnership	Zygmunt Arentz House	2019-11-01	2645	PH - Housing with Services (no disability required)		#213 posted by AL	No	No	No	No	213	0	0	0	No	No	No	No	Single Adult
Community Housing Partnership	Zygmunt Arentz House	2020-02-13	3096	PH - Housing with Services (no disability required)		#316 Posted by JP	No	No	No	No	316	0	0	0	No	No	No	No	Single Adult

Note:

The “Open Units” report should be accessed immediately after posting the unit to obtain the Posting ID. This ID is important because it is the only link between the Offline Vacancy Tracker (OVT) data and ONE data. Refresh the browser if the ONE Posting ID does not readily appear.