

Department of Homelessness and Supportive Housing
Offline Vacancy Tracker Procedures and Guidelines 2022

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INTRODUCTION

Purpose

The San Francisco Department of Homelessness and Supportive Housing (HSH) has developed an Offline Vacancy Tracker (OVT) to track housing unit vacancies, within the HSH portfolio, for Adult, Family and Transition Age Youth housing and the batching referral process. 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.

Staff Training

All designated property management staff provided with an OVT 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.



ADD A UNIT TO THE OVT

1. At the home screen, select 'New'.

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

Hotel California

| 100 (TEST) | Unit# |
|---|-------|
| Hotel California 4 days vacant 18D CNC... Adult/VET. | 123 > |
| Hotel California 4 days vacant 18D CNC... Adult/VET. | 124 > |

Hello Valerie Okelola,

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

2 Vacant Unit(s) Found 4/1/2022

OVT Provider Dashboard
OVT Provider Batch Referrals Dashboard
Units Processed/Removed from Tracker

2. Select the appropriate program name from the drop-down menu.

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

Hotel California

| 100 (TEST) | Unit# |
|---|-------|
| Hotel California 4 days vacant 18D CNC... Adult/VET. | 123 > |
| Hotel California 4 days vacant 18D CNC... Adult/VET. | 124 > |

Report a new vacant unit

Program name: Hotel California (dropdown menu)

Unit number: [text input]

Status: [dropdown menu]

Move out reason: [dropdown menu]

Date of vacancy: [calendar icon]

Expected date available: [calendar icon]

Notes: [text area]

Unit size: [dropdown menu]

Save Cancel

2 Vacant Unit(s) Found 4/1/2022

OVT Provider Dashboard
OVT Provider Batch Referrals Dashboard
Units Processed/Removed from Tracker



3. Manually type the unit number of the vacant unit.

The screenshot shows the 'City Wide Offline Vacancy Tracker' interface. On the left, there's a list of units for 'Hotel California'. The main form on the right is titled 'Report a new vacant unit'. It includes fields for 'Program name' (Hotel California), 'Unit number' (125), 'Status', 'Move out reason', 'Date of vacancy', 'Expected date available', 'Notes', and 'Unit size'. A red arrow points to the 'Unit number' field. The bottom status bar indicates '2 Vacant Unit(s) Found' and the date '4/1/2022'.

4. Select the appropriate status associated with the unit.

This screenshot shows the same form as the previous one, but with the 'Status' dropdown menu open. The menu lists several options: 'Delayed (Please Explain)', 'Excessive Property', 'Hold for Transfer', 'HSH-Hold for Transfer', 'Janitorial', 'Maintenance', 'Medical Examiner Hold', 'Pest Control', and 'Property Hold'. The 'Unit number' field still contains '125'. The bottom status bar remains the same.

NOTE: Status options include the following:

- **Delayed (Please Explain):** Use 'Notes' section to provide an explanation
- **Excessive Property:** Select this option when a unit has a substantial number of items needing to be removed (hoarding, filth etc.)
- **HSH Hold for Transfer:** External transfer (HSH holds a unit for a RA Transfer, Life Safety Transfer and change in Household composition)
- **Hold for Transfer:** Internal transfer- property holds unit for an internal transfer at the site
- **Janitorial:** Unit requires minor repairs and cleaning
- **Maintenance:** Unit requires major/substantial repairs
- **Medical Examiner Hold:** Unit being held by the City's Medical Examiner's Office



- Pest Control: Unit needs to be professionally treated for pests
- Property Hold: Provider placed a hold on the unit for various reasons. The note section should be completed to provide details
- Ready for Inspection: Unit needs to be inspected by San Francisco Housing Authority (SFHA) or Department of Building Inspection (DBI)
- Ready for Referral: Unit is available for occupancy
- Temp Occupied: Unit is temporarily occupied by a resident while repairs to the permanent unit are made

NOTE: Do not use the following status options unless you are entering a unit that is associated with the batching process. (See page 10 for more information on Adding Batch Units to the Offline Vacancy Tracker)

- Ready for Batch - No Referral
- Ready for Batch – No Referral
- Ready for Batch – Pending Referral
- Batch Move-In
- Batch Withdrawn

5. Complete fields using the dropdown feature, calendar date selection feature, or by typing the response in the space provided for the following form fields.

Report a new vacant unit

Program name: Hotel California

Unit number: 125

Status: Janitorial

Move out reason: Voluntary Surrender-Other

Date of vacancy: 3/1/2022

Expected date available: 5/2/2022

Notes:

Unit size: 1BD

Buttons: Save, Cancel

Report a new vacant unit

Unit size: 1BD

Minimum occupancy: 1

Maximum occupancy: 2

Amenities: Bathroom, Elevator, Roll-in Shower

Populations: Adult, VET

Subsidy funding source: CNC, GF, HCV VA

Minimum income: 0

Maximum income: 20000

Buttons: Save, Cancel

- a. Move out reason
- b. Date of vacancy
- c. Expected date available
- d. Notes
 - a. Include all relevant information on the unit regarding eligibility that is not captured in other fields and an explanation why the unit will be offline longer than expected time frame.
- e. Unit size
- f. Minimum occupancy



- g. Maximum occupancy
 - h. Amenities
 - i. Population
 - j. Funding Sources
 - k. Minimum Income
 - l. Maximum Income
6. Review all data for accuracy
 7. Select 'Save' to save the vacancy entry.

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

Report a new vacant unit

Notes

Unit size: 1BD

Minimum occupancy: 1

Maximum occupancy: 2

Amenities: Bathroom, Elevator, Roll-in Shower

Populations: Adult, VET

Subsidy funding source: CNC, GF, HCV VA

Minimum income: 0

Maximum income: 20000

Save

Cancel

2 Vacant Unit(s) Found 4/1/2022

NOTES:

- Save will be disabled if the unit number is a duplicate of a unit currently posted in the Application. Duplications are not permitted.
- Please return to the OVT to update unit status as necessary and save changes.
- To avoid reentering the same information for each vacancy use the clone feature to copy unit information such as program name, amenities, and funding sources. See page 17 for instructions on how to clone a vacant unit.



UPDATING UNITS IN THE OVT THAT ARE READY FOR REFERRAL

1. At the home screen, select the unit that is ready for a referral.

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

Unit list (left):

- Hotel California (100 (TEST)) Unit# 123 >
- Hotel California (100 (TEST)) Unit# 124 >
- Hotel California (100 (TEST)) Unit# 125 >

Update an existing unit form (right):

- Program name: Hotel California
- Unit number: 123
- Status: Ready for Batch
- Move out reason: Voluntary Surrender-Other
- Date of vacancy: 3/28/2022
- Expected date available: 4/4/2022
- Notes:
- Unit size: 1BD

Buttons: New, Clone, Delete, Update, Cancel

3 Vacant Unit(s) Found 4/1/2022 Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

2. Change the status of the vacant unit to 'Ready for Referral' and select 'Update'.

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

Unit list (left):

- Hotel California (100 (TEST)) Unit# 123 >
- Hotel California (100 (TEST)) Unit# 124 >
- Hotel California (100 (TEST)) Unit# 125 >

Update an existing unit form (right):

- Program name: Hotel California
- Unit number: 123
- Status: Ready for Referral
- Move out reason: Pest Control
- Date of vacancy: Property Hold
- Expected date available: Ready for Inspection
- Notes:
- Unit size: Ready for Referral

Buttons: New, Clone, Delete, Update, Cancel

3 Vacant Unit(s) Found 4/1/2022 Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM



- After updating the vacancy status as, 'Ready for Referral' two new form fields will appear. These fields require information about the date the staff member posted the vacancy in the ONE System and the ONE System posting ID. To obtain the information needed in these new fields, please follow the instructions on slides 14 [here](#) or instructions at the timestamp 18:23 through 22:00 [here](#).

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

Update an existing unit

Program name: Hotel California
Unit number: 123
Status: Ready for Referral
Move out reason: Voluntary Surrender-Other
Date of vacancy: 3/28/2022
Expected date available: 4/4/2022
Date posted to ONE: 4/4/2022
ONE posting ID: 2644

3 Vacant Unit(s) Found 4/1/2022

- After selecting, 'Update' the unit will be removed from the vacant units list.

NOTE: If you would like to confirm the information associated with a unit that was updated and removed from the list, select 'Units Processed/Removed from Tracker' to see the unit that was removed from the vacant unit list.

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

Update an existing unit

Hotel California

Units Processed/Removed from Tracker

Processed Units - Posted To ONE and Transfer Completed Units
City Wide Offline Vacancy Tracker

| Property | v Unit | Processed | Status | Date Post to ... | ONE Post ... | Transfer C... | Deleted | Move-In ... | Withdrawal ... |
|------------------|--------|-----------|---------------------|------------------|--------------|---------------|-----------|-------------|----------------|
| Hotel California | 5 | Yes | Batch Withdrawn | | | | | | 4/16/2021 |
| Hotel California | 4 | Yes | Batch Withdrawn | | | | | | 4/16/2021 |
| Hotel California | 3 | Yes | Batch Withdrawn | | | | | | 4/14/2021 |
| Hotel California | 2 | Yes | Batch Withdrawn | | | | | | 4/20/2021 |
| Hotel California | 125 | Yes | Ready for Referral | 9/9/2021 | 213 | | | | |
| Hotel California | 125 | Yes | Batch Withdrawn | | | | | | 4/4/2022 |
| Hotel California | 124 | Yes | Ready for Referral | | | | 3/31/2022 | | |
| Hotel California | 124 | Yes | Ready for Referral | | | | 3/31/2022 | | |
| Hotel California | 105 | Yes | Ready for Referral | 3/24/2022 | 6789 | | | | |
| Hotel California | 104 | Yes | Ready for Batch ... | | | | 4/29/2021 | | |
| Hotel California | 103 | Yes | Ready for Batch ... | | | | 4/29/2021 | | |
| Hotel California | 103 | Yes | Batch Withdrawn | | | | | | 6/24/2021 |
| Hotel California | 103 | Yes | Ready for Referral | 12/3/2021 | 7069 | | | | |
| Hotel California | 102 | Yes | Ready for Batch ... | | | | 4/29/2021 | | |



ADD A BATCH UNIT TO THE OVT

Batch Referrals

HSH in partnership with our Provider partners engages with what is known as batch referrals. This entails HSH sending a group of clients to Providers to house from vacant units in their portfolio. HSH uses the OVT to track how many vacant units are available and their status (no referral, pending referral, moved-in or withdrawn).

To add a batch unit to the OVT, complete the following steps.

1. See the section titled, '[Add a Unit to the OVT](#)' on page 4 and complete steps 1 through 3.
2. Select the appropriate status associated with the unit. When entering a new vacant unit into the OVT, select 'Ready for Batch – No Referral' from the status dropdown menu. This is the status that is set initially for all units involved in the batch referral process.

The screenshot displays the 'City Wide Offline Vacancy Tracker' (OVT) interface. On the left, a sidebar shows a list of units for 'Hotel California', including unit 123 and unit 124, both marked as 'Ready for Batch'. The main area is titled 'Report a new vacant unit' and contains a form with the following fields: Program name (Hotel California), Unit number (125), Status (a dropdown menu with options like 'Delayed (Please Explain)', 'Excessive Property', 'Hold for Transfer', 'HSH-Hold for Transfer', 'Janitorial', 'Maintenance', 'Medical Examiner Hold', 'Pest Control', and 'Property Hold'), Move out reason, Date of vacancy, Expected date available, Notes, and Unit size. A 'Save' button is located at the bottom right of the form. The top of the interface shows the 'Department of Homelessness and Supportive Housing (HSH)' logo and the title 'City Wide Offline Vacancy Tracker'. The bottom status bar indicates '2 Vacant Unit(s) Found' and the date '4/1/2022'.

3. See the section titled, '[Add a Unit to the OVT](#)' and complete steps 5 through 7 to complete entry of the batch unit into the OVT.



UPDATING BATCH UNITS IN THE OVT

Updating Batch Units in the OVT that are Pending Referral

When a user selects, **'Ready for Batch-Pending Referral'** from the status dropdown menu this means that a client has been matched to the unit vacancy and waiting for additional information such as verification or documentation before move-in. To update the status of a unit to 'Ready for Batch-Pending Referral', complete the following instructions.

1. At the home screen, select the batch unit that needs to be updated.

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

Hotel California

100 (TEST)
Hotel California
4 days vacant 1BD CMC Adult/VET Unit# 123 >

100 (TEST)
Hotel California
5 days vacant 1BD CMC Adult/VET Unit# 124 >

100 (TEST)
Hotel California
31 days vacant 1BD CMC Adult/VET Unit# 125 >

3 Vacant Unit(s) Found 4/1/2022

Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California
Unit number: 123
Status: Ready for Batch-Pending Referral
Move out reason: Voluntary Surrender-Other
Date of vacancy: 3/28/2022
Expected date available: 4/4/2022
Notes:
Unit size: 1BD

New
Clone
Delete
Update
Cancel

2. Select 'Ready for Batch-Pending Referral' from the status dropdown menu and select 'Update'.

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

Hotel California

100 (TEST)
Hotel California
4 days vacant 1BD CMC Adult/VET Unit# 123 >

100 (TEST)
Hotel California
5 days vacant 1BD CMC Adult/VET Unit# 124 >

100 (TEST)
Hotel California
31 days vacant 1BD CMC Adult/VET Unit# 125 >

3 Vacant Unit(s) Found 4/1/2022

Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California
Unit number: 123
Status: Ready for Batch - Pending Referral
Move out reason: Pest Control
Date of vacancy: Property Hold
Expected date available: Ready for Inspection
Notes: Ready for Referral
Unit size: Temp Occupied

New
Clone
Delete
Update
Cancel



- After updating the vacancy status two new form fields will appear. These fields require information about the ONE client ID and date a referral to the unit was made.

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

hotel california

100 (TEST) Hotel California 26 days past due Unit# 123 >
36 days vacant 1BD CNC... ADULT/VET

100 (TEST) Hotel California 25 days past due Unit# 124 >
73 days vacant 1BD CNC... ADULT/VET

100 (TEST) Hotel California Unit# 126 >
36 days vacant 1BD CNC... ADULT/VET

100 (TEST) Hotel California Unit# 127 >
73 days vacant 1BD SF ADULT Sr. 3...

4 Vacant Unit(s) Found 5/3/2022

Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 11:41:57 AM

Update an existing unit

Program name: Hotel California
Unit number: 123
Status: Ready for Batch - Pending Referral
Move out reason: Voluntary Surrender-Other
Date of vacancy: 3/28/2022
Expected date available: 4/4/2022

* ONE client ID
* Referred date ①

Notes

Unit size: 1BD

Buttons: New, Clone, Delete, Update, Cancel

- Log on to the ONE System to obtain the ONE client ID and enter it into the client ID field.
- Enter the referral date for the unit and select update the entry.

Updating Batch Units in the OVT that are Ready for Batch Move-In

When a user selects, '**Batch Move-In**' from the status dropdown menu this means that the client has moved into the unit. To update the status of a unit to 'Batch Move-In', complete the following instructions.

- At the home screen, select the batch unit that needs to be updated.

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

Hotel California

100 (TEST) Hotel California Unit# 123 >
4 days vacant 1BD CNC... ADULT/VET

100 (TEST) Hotel California Unit# 124 >
4 days vacant 1BD CNC... ADULT/VET

100 (TEST) Hotel California Unit# 125 >
21 days vacant 1BD ADULT/VET

3 Vacant Unit(s) Found 4/1/2022

Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California
Unit number: 123
Status: Ready for Batch - Pending Referral
Move out reason: Voluntary Surrender-Other
Date of vacancy: 3/28/2022
Expected date available: 4/4/2022

Notes

Unit size: 1BD

Buttons: New, Clone, Delete, Update, Cancel

- Select 'Batch Move-In' from the status dropdown menu and select 'Update'.



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

Hotel California

100 (TEST)
Hotel California
4 days vacant 180 CMC... ADULT/VET. Unit# 123 >

100 (TEST)
Hotel California
4 days vacant 180 CMC... ADULT/VET. Unit# 124 >

100 (TEST)
Hotel California
31 days vacant 180 CMC... ADULT/VET. Unit# 125 >

3 Vacant Unit(s) Found 4/1/2022

Last update: Okeola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California
Unit number: 123
Status: [Dropdown menu]
Move out reason: [Dropdown menu]
Date of vacancy: [Text field]
Expected date available: [Text field]
Notes: [Text area]
Unit size: [Text field]

Buttons: New, Clone, Delete, Update, Cancel

- After updating the vacancy status as, 'Batch Move-In' three new form fields will appear. These fields require information about the ONE client ID, referral date, and move-in date.

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

Hotel California

100 (TEST)
Hotel California
4 days vacant 180 CMC... ADULT/VET. Unit# 123 >

100 (TEST)
Hotel California
4 days vacant 180 CMC... ADULT/VET. Unit# 124 >

100 (TEST)
Hotel California
31 days vacant 180 CMC... ADULT/VET. Unit# 125 >

3 Vacant Unit(s) Found 4/1/2022

Last update: Okeola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California
Unit number: 125
Status: Batch Move-In
Move out reason: Voluntary Surrender-Other
Date of vacancy: 3/1/2022
Expected date available: 5/2/2022
ONE client ID: [Text field]
Referred date: [Text field]
Move-in date: [Text field]

Buttons: New, Clone, Delete, Update, Cancel

- Log on to the ONE System to obtain the ONE client ID and enter it into the client ID field.
- Enter the move-in date for the unit and select update. After selecting 'Update' the unit will be removed from the vacant units list.

NOTE: If you would like to confirm the information associated with a unit that was removed from the vacant units list, select 'Units Processed/Removed from Tracker' to see the unit that was removed from the vacant unit list.



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

Hotel California

100 (TEST) Hotel California 180 CMC... ADULT VET. UNBLR 123 >

100 (TEST) Hotel California 180 CMC... ADULT VET. UNBLR 124 >

100 (TEST) Hotel California 180 CMC... ADULT VET. UNBLR 125 >

3 Vacant Unit(s) Found 4/1/2022

Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California

Unit number: 125

Status: Batch Move-In

Move out reason: Voluntary Surrender-Other

Date of vacancy: 3/1/2022

Expected date available: 5/2/2022

* ONE client ID: 1234567

Referred date: 4/1/2022

Move-in date: 4/4/2022

Buttons: New, Clone, Delete, Update, Cancel



Processed Units - Posted To ONE and Transfer Completed Units
City Wide Offline Vacancy Tracker

Property: 100 (TEST) Hotel California

| Property | v Unit | Processed | Status | Date Post to ... | ONE Post ... | Transfer C... | Deleted | Move-In ... | Withdrawal ... |
|------------------|--------|-----------|--------------------|------------------|--------------|---------------|-----------|-------------|----------------|
| Hotel California | 5 | Yes | Batch Withdrawn | | | | | | 4/16/2021 |
| Hotel California | 4 | Yes | Batch Withdrawn | | | | | | 4/16/2021 |
| Hotel California | 3 | Yes | Batch Withdrawn | | | | | | 4/14/2021 |
| Hotel California | 2 | Yes | Batch Withdrawn | | | | | | 4/20/2021 |
| Hotel California | 125 | Yes | Ready for Refer... | 9/9/2021 | 213 | | | | |
| Hotel California | 125 | Yes | Batch Withdrawn | | | | | | 4/4/2022 |
| Hotel California | 124 | Yes | Ready for Refer... | | | | 3/31/2022 | | |
| Hotel California | 124 | Yes | Ready for Refer... | | | | 3/31/2022 | | |
| Hotel California | 105 | Yes | Ready for Refer... | 3/24/2022 | 6789 | | | | |
| Hotel California | 104 | Yes | Ready for Batch... | | | | 4/29/2021 | | |
| Hotel California | 103 | Yes | Ready for Batch... | | | | 4/29/2021 | | |
| Hotel California | 103 | Yes | Batch Withdrawn | | | | | | 6/24/2021 |
| Hotel California | 103 | Yes | Ready for Refer... | 12/3/2021 | 7069 | | | | |
| Hotel California | 102 | Yes | Ready for Batch... | | | | 4/29/2021 | | |

Updating Batch Units in the OVT that Should be Withdrawn from THE OVT

When a user selects, 'Batch Withdrawn' from the status dropdown menu this means that the client refused, is denied, or otherwise withdrew from the unit. To update the status of a unit to 'Batch Withdrawn', complete the following instructions.

1. At the home screen, select the unit that is ready for a referral.



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

Hotel California

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET. Unit# 123 >

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET. Unit# 124 >

100 (TEST)
Hotel California
31 days vacant 1BD CNC... Adult/VET. Unit# 125 >

3 Vacant Unit(s) Found 4/1/2022

Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California
Unit number: 123
Status:
Move out reason: Voluntary Surrender-Other
Date of vacancy: 3/28/2022
Expected date available: 4/4/2022
Notes:
Unit size: 1BD

New
Clone
Delete
Update
Cancel

2. Select, 'Batch Withdrawn' from the status dropdown menu and select 'Update'.

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

Hotel California

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET. Unit# 123 >

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET. Unit# 124 >

100 (TEST)
Hotel California
31 days vacant 1BD CNC... Adult/VET. Unit# 125 >

3 Vacant Unit(s) Found 4/1/2022

Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

Update an existing unit

Program name: Hotel California
Unit number: 123
Status:
Move out reason: Pest Control
Date of vacancy:
Expected date available:
Notes:
Unit size:
Batch Withdrawn

New
Clone
Delete
Update
Cancel

After updating the vacancy status as, 'Batch Withdrawn' a new form field will appear. This field requires information about the withdrawal date.



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

Hotel California

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET Unit# 123 >

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET Unit# 124 >

100 (TEST)
Hotel California
31 days vacant 1BD CNC... Adult/VET Unit# 125 >

Update an existing unit

Move out reason: Voluntary Surrender-Other

Date of vacancy: 3/1/2022

Expected date available: 5/2/2022

ONE client ID:

Referred date:

Withdrawal date: 4/4/2022

Notes:

Unit size: 1BD

New Clone Delete Update Cancel

3 Vacant Unit(s) Found 4/1/2022 Last update: Okelola, Valerie (HOM) - Friday, April 1, 2022 5:07:00 PM

- Enter the withdrawal date and select 'Update'. After selecting 'Update' the unit will be removed from the vacant units list.

NOTE: If you would like to confirm the information associated with a unit that was withdrawn from the list, select 'Units Processed/Removed from Tracker' to see the unit that was removed from the vacant unit list.

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

Hotel California

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET Unit# 123 >

100 (TEST)
Hotel California
4 days vacant 1BD CNC... Adult/VET Unit# 124 >

Update an existing unit

Move out reason: Voluntary Surrender-Other

Date of vacancy: 3/1/2022

New Clone

Processed Units - Posted To ONE and Transfer Completed Units
City Wide Offline Vacancy Tracker

Property: 100 (TEST) Hotel California

| Property | v Unit | Processed | Status | Date Post to ... | ONE Post ... | Transfer C... | Deleted | Move-In ... | Withdrawal ... |
|------------------|--------|-----------|--------------------|------------------|--------------|---------------|-----------|-------------|----------------|
| Hotel California | 5 | Yes | Batch Withdrawn | | | | | | 4/16/2021 |
| Hotel California | 4 | Yes | Batch Withdrawn | | | | | | 4/16/2021 |
| Hotel California | 3 | Yes | Batch Withdrawn | | | | | | 4/14/2021 |
| Hotel California | 2 | Yes | Batch Withdrawn | | | | | | 4/20/2021 |
| Hotel California | 125 | Yes | Ready for Refer... | 9/9/2021 | 213 | | | | |
| Hotel California | 125 | Yes | Batch Withdrawn | | | | | | 4/4/2022 |
| Hotel California | 124 | Yes | Ready for Refer... | | | | 3/31/2022 | | |
| Hotel California | 124 | Yes | Ready for Refer... | | | | 3/31/2022 | | |
| Hotel California | 105 | Yes | Ready for Refer... | 3/24/2022 | 6789 | | | | |
| Hotel California | 104 | Yes | Ready for Batch... | | | | 4/29/2021 | | |
| Hotel California | 103 | Yes | Ready for Batch... | | | | 4/29/2021 | | |
| Hotel California | 103 | Yes | Batch Withdrawn | | | | | | 6/24/2021 |
| Hotel California | 103 | Yes | Ready for Refer... | 12/3/2021 | 7069 | | | | |
| Hotel California | 102 | Yes | Ready for Batch... | | | | 4/29/2021 | | |



CLONING A VACANT UNIT

The clone feature allows you to copy the information associated with an existing vacancy (such as unit size, amenities, population, etc.) into a new vacant unit. To clone a unit, complete the following steps.

1. At the home screen, select the unit that you would like to copy.

This screenshot shows the 'Update an existing unit' form. The left sidebar lists units for 'Hotel California', with unit 124 selected. The main form contains the following fields: Program name (Hotel California), Unit number (124), Status (Ready for Batch - No Referral), Move out reason (Voluntary Surrender-Other), Date of vacancy (3/28/2022), Expected date available (4/8/2022), Notes, and Unit size (1BD). On the right, there are buttons for 'New', 'Clone', 'Delete', 'Update', and 'Cancel'. The bottom status bar indicates '2 Vacant Unit(s) Found' and '4/1/2022'.

2. Select 'Clone' on the right-hand side of the form. The top of the form should now have a red bar with text that reads, 'Report a new vacant unit – CLONE'.

This screenshot shows the form after selecting 'Clone'. The top of the form now has a red header bar that reads 'Report a new vacant unit - CLONE'. The fields are identical to the previous screenshot, but the 'Unit number' field is empty. The 'Save' button is now visible at the bottom right, along with the 'Cancel' button. The bottom status bar remains the same.



3. Add information to the form associated with the new vacant unit and select 'Save'.

The screenshot shows the 'City Wide Offline Vacancy Tracker' interface. On the left, a list of units for 'Hotel California' is displayed, including units 123, 124, and 126. The main form on the right is titled 'Report a new vacant unit - CLONE'. It contains the following fields: Program name (Hotel California), Unit number (126), Status (Ready for Batch - No Referral), Move out reason (Voluntary Surrender-Other), Date of vacancy (3/28/2022), Expected date available (5/20/2022), Notes, and Unit size (1BD). A red arrow points to the 'Save' button at the bottom right of the form. The bottom status bar indicates '2 Vacant Unit(s) Found' and the date '4/1/2022'.

The unit will appear in the vacant unit list.

This screenshot is identical to the previous one, showing the 'Report a new vacant unit - CLONE' form. However, the left-hand list of units now includes unit 126, and the bottom status bar indicates '3 Vacant Unit(s) Found'. A red arrow points to the 'Save' button.



DATA ENTRY EXPECTATIONS

It is expected that organizations comply with reporting offline vacancies in the OVT. All offline vacancies should be reported using the OVT and any previous methods of communicating and reporting vacancies, including email, shall no longer be utilized.

Property Managers will follow a two-step process to report all vacancies:

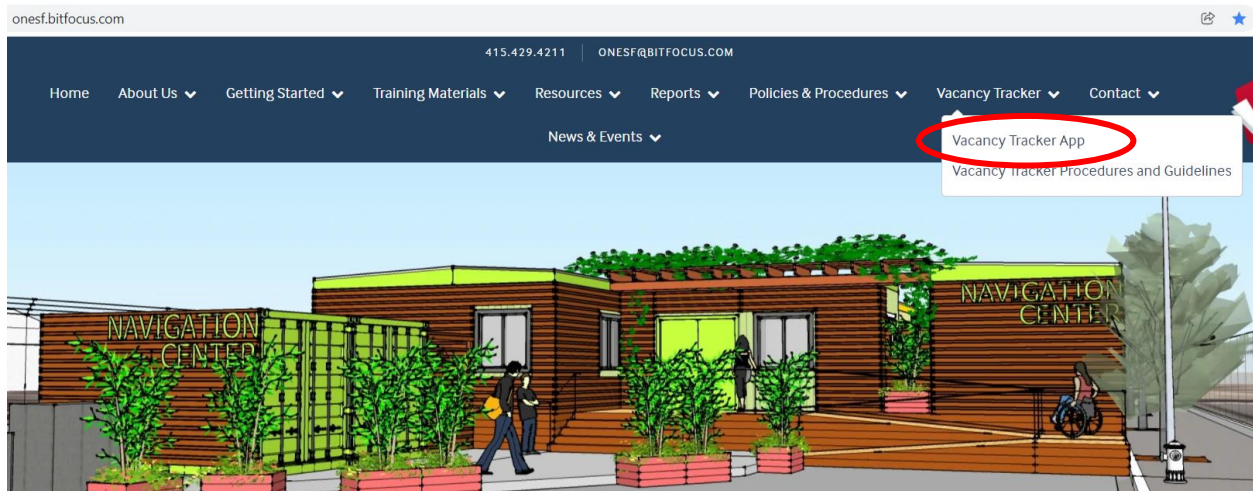
1. Offline units should be posted in the OVT as soon as the unit becomes vacant or at the latest no later than **5pm Friday**. However, if a unit is Ready for Referral (or will be within 15 calendar days), provider should enter it directly to ONE (Property Managers should not enter batch units). If there are any issues with timely postings, the HSH program manager administering the contract for the property should be immediately contacted.
2. The notes field in the OVT should include all relevant information on the unit and any additional eligibility requirements for posting in the ONE System and an explanation why a unit will not be available for a referral within an expected time frame. Expectations regarding the number of days a unit should be offline are provided in the figure below.

| Offline Vacancy Tracker Status | Maximum Length of Time Offline | Additional Information |
|--------------------------------|--------------------------------|---|
| Coroner Hold | 30 days | |
| Delayed (Explain) | Varies | Notify HSH Program Manager with Detailed Explanation |
| Excessive Property | 30 days | Refers to Abandoned Units; Extreme Cases of Hoarding |
| Hold for Transfer | 14 days | |
| HSH Hold for Transfer | 14 days | |
| Janitorial | 7 days | |
| Maintenance | 14 -30 days | Minor Maintenance -14 days; Major- 30 Days |
| Pest Control | 14-21 days | |
| Property Hold | 14 days | |
| Ready for Inspection | 14 days | Notify HSH Program Manager of Delays/Concerns |
| Ready for Referral | NA | |
| Temp Occupied | 30 days | Notify HSH Program Manager if Occupancy Will Exceed 30 Days |
| Fire-Flooding-Other | 30-90 days | Notify HSH Program Manager if Occupancy Will Exceed 30 Days |

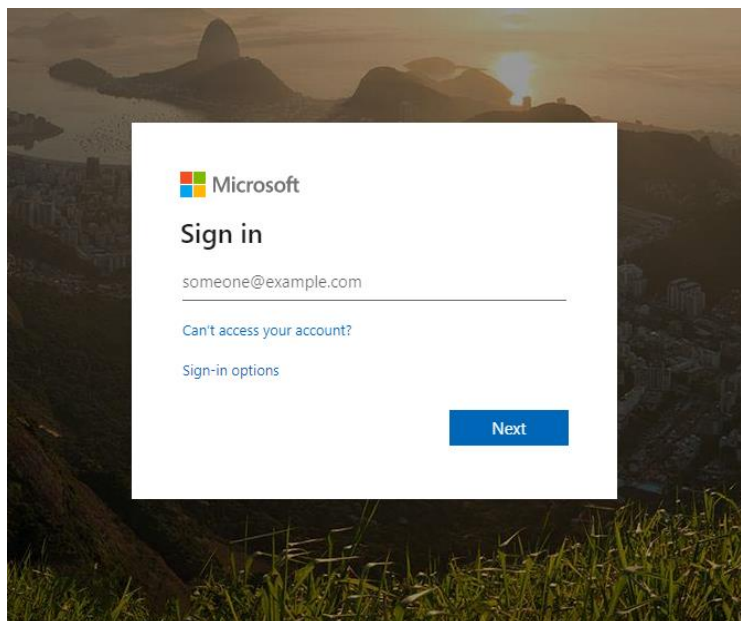


ACCESSING THE OVT

1. On your web browser, go to: <https://onesf.bitfocus.com/> and click on the 'Vacancy Tracker App' link.

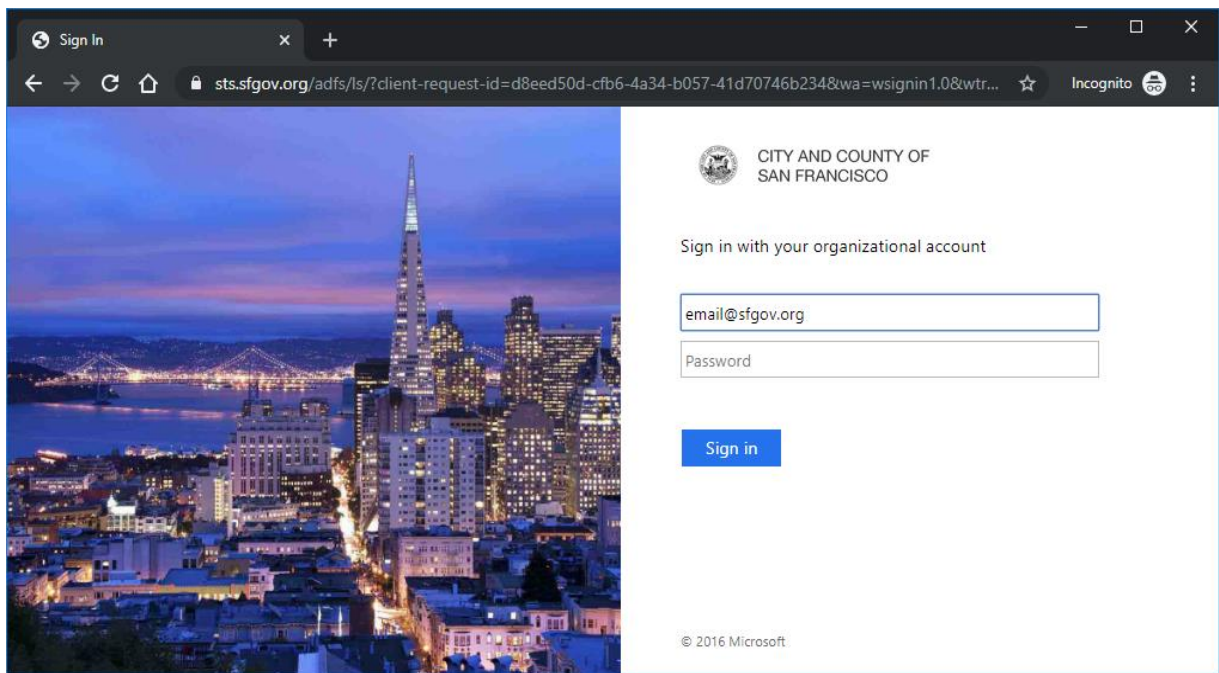


You will be redirected to a Microsoft 365 login page.



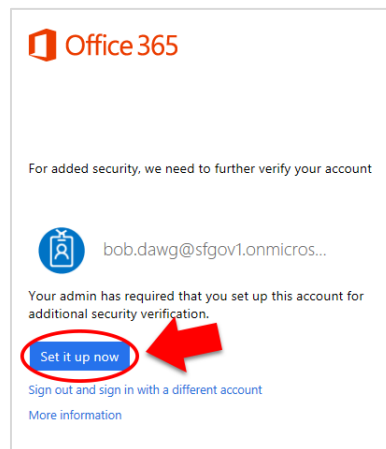
2. At sign in, type your sfgov.org email address (username@sfgov.org) and click 'Next'.
3. You will be redirected to the City and County of San Francisco sign in portal. Enter your password and click 'Sign in'.





If this is your first time signing into Office 365 (O365), you will be prompted to setup Multi-Factor-Authentication (MFA) for O365 (sometimes referred to as two-step verification process) in which the user provides two different authentication factors to verify identity. MFA will likely require each person to use a separate authenticating mechanism to gain system access, such as a text message or email.

4. 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.





Additional security verification


Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 1: How should we contact you?


Authentication phone 

United States (+1)  4155726438 

Method

☒ Send me a code by text message 

☐ Call me

 **Next**

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'.


Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at [+1 4151234567](#)

When you receive the verification code, enter it here



 **Verify**

Cancel

- d. Click 'Done'.


Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 4: Keep using your existing applications

In some apps, like Outlook, Apple Mail, and Microsoft Office, you can't use a phone to secure your account. To use these apps, you'll need to create a new "app password" to use in place of your work or school account password. [Learn more](#)

Get started with this app password:

vxrggyqpjgrfrkn 


Done

5. 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.





Approve sign in request

 We've sent a notification to your mobile device. Please open the Microsoft Authenticator app to respond.

☐ Don't ask again for 60 days

Having trouble? [Sign in another way](#)

[More information](#)



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 or 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.

