San Francisco ONE System
Agency Lead Meeting

January 25, 2021

TODAY'S AGENDA

- **Welcome**
- **Federal Reports: Homeless Point-in-Time (PIT) Count and Housing Inventory Count (HIC)**
- **Overlapping Enrollments**
- **New Features!**
- **User Accounts: Automatic Deactivation**
- **Announcements**

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Welcome

New Year's resolutions - yay or nay? If for, what are some you have for 2021?

Please share name, pronouns, and agency when responding.

Federal Reports: Homeless Point-in-Time (PIT) Count and Housing Inventory Count (HIC)

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Federal Reports:
Homeless Point-in-Time (PIT) Count and Housing Inventory Count (HIC)

The unsheltered count has been cancelled due the surge in COVID-19 cases.

To ensure an accurate count, please make sure that all program rosters are up to date on the night of January 28th.

It is critical that all emergency shelter, safe haven, permanent housing, rapid rehousing and transitional housing projects in the ONE System reflect accurate demographic data, enrollments, exits, and night-by-night services for the January 28-29 period as part of this annual count of homeless households in San Francisco.

Overlapping Enrollments

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During the LSA, we have contacted many agencies asking you to resolve overlapping enrollments.

What is an overlapping enrollment ?

A client's ONE System record shows the client is housed in more than one shelter or housing program at the same time.

A client can only sleep in once place at a time. ONE System data should reflect this.

Considerations

RRH

- An enrollment into a RRH program is not considered housed. Adding the move-in date will count the client as housed.

- Providing a deposit for a client doesn't necessarily count the client as housed. If you discontinue working with the client before they have moved into their permanent housing location, do not enter a move-in date.

Shelter

- Entry/Exit shelter: an enrollment into the project indicates the client is sleeping there.

- Night-by-night shelters: a bed night indicates the client is sleeping there.
  - Project start date = the first night the client started sleeping at the shelter, record the first bed night.
  - Project exit date = the day after the client's last bed night.

Permanent Housing

- A move-in date indicates that the client is permanently housed and is sleeping in a permanent housing location. Move-in date may be after the Project Start Date.

Example

A client is enrolled in at Buena Vista Horace Mann Family Shelter which is a night-by-night shelter with bed night services recorded from 4/1/20-5/1/20.

The client is also enrolled at Hamilton Family Residence from 4/1/20-6/30/20, which is an entry/exit shelter.

Is this an overlapping enrollment?

Yes, because there are bed nights recorded at BVHM that overlap with the enrollment at Hamilton Family Residence indicating that the client was sleeping in two places at once which is not physically possible.

Example

A client is enrolled in Rapid Rehousing for Adults program with a move-in date of 6/1/20 and the client is still enrolled.

The client is also enrolled in The Auburn HUD VASH program on 7/1/20 with no move-in date and the client is still enrolled.

Is this an overlapping enrollment?

No, this is NOT an overlapping enrollment because the client doesn't have a move-in date for The Auburn. If the client has moved into The Auburn, entered the client's move in date once that occurs.

Example

The client is enrolled in Compass Family Shelter (entry/exit shelter) on 3/1/20 and was exited on 6/1/20.

The client was enrolled in Hamilton HUD Rapid Rehousing (permanent housing) on 5/1/20 with a move in date recorded for the same date, 5/1/20.

Is this an overlapping enrollment?

Yes, because the client is enrolled at a shelter on 5/1/20 indicating they are sleeping there and also have a move-in date into Hamilton HUD Rapid Rehousing which is permanent housing on 5/1/20. If the client didn't move into permanent housing until 6/1/20, enter the move-in date as 6/1/20--start date is still 5/1/20 because that's when Hamilton HUD Rapid Rehousing started working with the client.

New Features

Assign Multiple Staff Members to a Program Enrollment

You can now assign multiple staff members to a program enrollment.

Favorite Reports

You can now mark reports as favorites. Favorite reports maintain the parameters from the last time you run them.

User Accounts: Automatic Deactivation

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User accounts that have not been utilized in **90 days** will be automatically deactivated starting February 15th.

We recommend using DQXX-103-Monthly Staff Report to regularly audit staff activity.

If a deactivated user will resume ONE System use, please contact the Helpdesk to have them reactivated.
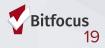
Announcements

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Ja returns on February 1st!

Helpful Resources

ONESF Help Center Website
https://onesf.clarityhs.help

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

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Thank You From Your SF Team!

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