San Francisco ONE System
Agency Lead Meeting

June 28, 2021

Bitfocus

TODAY'S AGENDA

- **Welcome**
- **Universal Housing Application**
- **Feature Updates**
- **Project Updates**
- **Announcements**

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Welcome

What are some best practices you use when monitoring your agency's data?

Please share name, pronouns, and agency when responding and please type in your name and agency for attendance.

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Universal Housing Application

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Universal Housing Application

What is the Universal Housing Application?

This is the official application that should be completed for all Clients within San Francisco's Homeless Response System who are seeking housing.

What's new?

This new iteration of the Universal Housing Application expands and replaces the former version.

Universal Housing Application

The new application was developed over a six-month period involving:

- Consultation with:
    - The PSH provider focus group
    - Coordinated Entry staff and providers
    - HSH Supportive Housing Programs and Federal Subsidy teams
    - Individual meetings with Permanent Supportive Housing provider organizations

Review of more than 200 applications and forms

Review of federal, state and local requirements

Universal Housing Application

The UHA is within a larger document, the Housing Navigation Process Standards, which includes:

Section 1:

- Overview of the Housing Navigation Process Standards
- Which forms to use for each Client

Section 2: Detailed instructions for the application and forms

Section 3: The application

Section 4: Forms A – H, which include various forms verifying or declaring information on history of homelessness, income and assets, disability, etc.

Please upload all required documents into the ONE System upon completion.

Universal Housing Application

The application and additional forms can be found at
https://onesf.bitfocus.com/universal-housing-application

Forms are available in English, Chinese, Spanish and Tagalog.

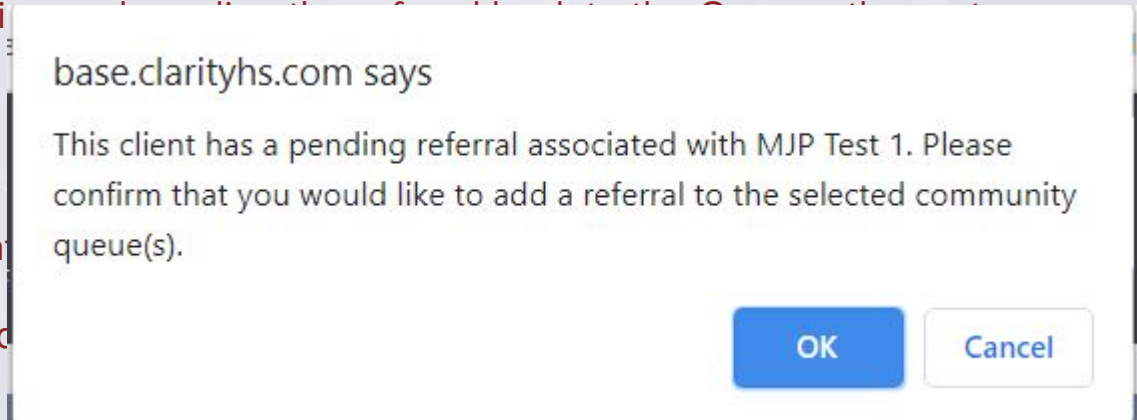Questions? Please contact: Elizabeth Hewson: elizabeth.hewson@sfgov.org

New Features

Duplicate Queue Referrals Pop-Up

Duplicate Queue Referrals Pop-Up

In the case where a client has been referred to a program from the Community Queue, and the referral is now pending or pending - in process with the program in the system, Assessors will now see a new message pop up if they attempt to add the client to the Community Queue again. Since re-adding the client to the Queue may be considered a duplicate, and would prevent the program from denyi̵n̵g̵ ̵a̵n̵ ̵a̵p̵p̵l̵i̵c̵a̵t̵i̵o̵n̵ ̵f̵o̵r̵ ̵b̵a̵c̵k̵ ̵t̵o̵ ̵t̵h̵e̵ ̵Queue, the system asks for confirmation.

base.clarityhs.com says

This client has a pending referral associated with MJP Test 1. Please confirm that you would like to add a referral to the selected community queue(s).

OK   Cancel

If staff click OK, the system crea̵t̵e̵s̵

If staff click Cancel, the system d̵

Duplicate Queue Referrals Pop-Up

If staff click OK, the system creates a Referral in the selected Community Queue.

If staff click Cancel, the system does not add the client to Queue again.

base.clarityhs.com says

This client has a pending referral associated with MJP Test 1. Please confirm that you would like to add a referral to the selected community queue(s).

OK   Cancel
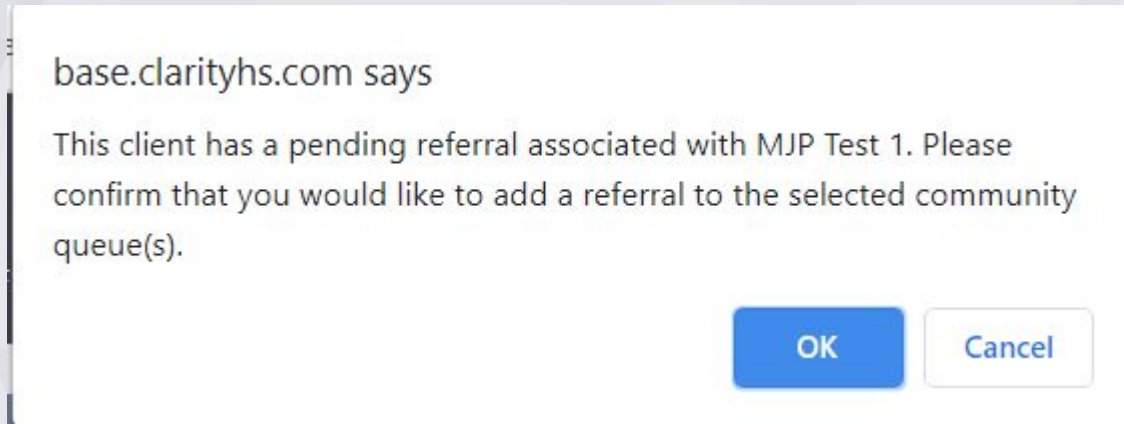
Referral Column Added

A new Referral Date column to the Completed, Denied, and Sent tabs of the Referrals page for staff who have access to that area of the system.

The Referral Date is the date on which the referral was originally made to the Community Queue (i.e., client first added to the Queue). The most recent date is listed first by default, but staff may click on the column heading to sort the column so that the oldest date is listed first.

Electronic Signature Field Validation

For agencies that are using Client Forms with electronic signatures, a new "Signature is Required" alert will pop up if staff attempt to save a form that has a blank electronic signature field. Staff will not be able to save the form until a signature is applied. This update applies to all pages where an electronic signature is required: User Policy

Report Updates

Report Updates

- [HSNG-104] Monthly Housing Report - Housing Move-in Date logic for permanent housing projects was implemented.
- [RFRL-120] Community Queue Detail - Two additional parameters have been implements
- Primary Coordinated Entry Sharing Group - for instances with CE Type - Sharing Groups Based Queue(s)
- [HUDX-228] ESG CAPER - The Agency version of the report was reworked to add a feature to switch to "additional agency access"
- [HUDX-228] ESG CAPER - A problem was resolved related to the logic for Q20 A, Benefit at Latest Annual Assessment for Stayers
- [GNRL-112] Client Address/Location - Due to changes in ONE database table for address record, [Phone] has been removed from the report
- [CLNT-125] Client Summary - Due to changes in ONE database table for address record, [Phone] has been removed from the report
- Sensitive Data and details reports - restrictions were implemented for fields that have been marked as Sensitive Data for the following reports

Report Updates

Reports Being Retired

RETIRING - [HUDX-222] Homeless TAY - Due to low usage and a lack of specifications, this report is scheduled to be retired on July 1, 2021

RETIRING - [HUDX-106] Veteran By Name List - Due to low usage and a lack of specifications, this report is scheduled to be retired on July 1, 2021

Want to keep up on updates to ONE Reports as they happen? Follow the release notes page in the Bitfocus Help Center.

Project Updates

Project Updates

Housing Standardization Project continues with Care Not Cash portfolio.

Navigation Center project underway with Denial of Service implementation.

Announcements

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General User Office Hour -Second to last Tuesday of each month

APR Training - July 9th

Helpful Resources

ONESF Help Center Website
onesf.bitfocus.com

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

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Thank You From Your SF Team!

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