

San Francisco ONE System

Agency Lead Meeting

May 23, 2022



TODAY'S AGENDA

- **Welcome**
- **Best Practices for Entering Race / Ethnicity Information**
- **Data Quality Fields**
- **Housing Standardization**
- **Announcements**
- **Resources**

Welcome

If you could travel to one place right now, and money and PTO was no object, where would you go and why?

Please share name, pronouns, and agency when responding.

Best Practices for Entering Race / Ethnicity Information

Best Practices for Entering Race / Ethnicity Information

We want to make sure that users collect the most accurate information possible about how a client self-identifies, we also acknowledge that current HUD data standards add some complexity in data collection.

Best Practices for Entering Race / Ethnicity Information

Any combination of race and ethnicity is valid!

Race	American Indian, Alaska Native, or Indigenous, As... ▼
Ethnicity	<input checked="" type="checkbox"/> American Indian, Alaska Native, or Indigenous
Primary Language	<input checked="" type="checkbox"/> Asian or Asian American
Secondary Language	<input checked="" type="checkbox"/> Black, African American, or African
Did the Client Serve in the US Military?	<input type="checkbox"/> Native Hawaiian or Pacific Islander
	<input type="checkbox"/> White
	<input type="checkbox"/> Client doesn't know
	<input type="checkbox"/> Client refused
Primary Phone Number:	<input type="checkbox"/> Data not collected

Ethnicity	Select
Primary Language	✓ Non-Hispanic/Non-Latin(a)(o)(x)
Secondary Language	Hispanic/Latin(a)(o)(x)
	Client doesn't know
	Client refused
	Data not collected

Best Practices for Entering Race / Ethnicity Information

HSH Recommendations:

- Race and Ethnicity questions should be asked separately
 - Avoid assumptions without the client's knowledge
- Read response options to clients
- As clients to respond to the best of their ability
 - If none are appropriate select “Client Doesn't Know” or “Client Refused”
 - Selecting “Data Not Collected” indicates that the question was not answered

Data Quality Fields

Data Quality Fields

- What are Data Quality Fields?

CLIENT PROFILE

Social Security Number	XXX - XX - 1478 ?
Quality of SSN	<div><div>Select</div><div>✓ Full SSN Reported</div><div>Approximate or partial SSN reported</div><div>Client doesn't know</div><div>Client refused</div><div>Data not collected</div></div>
Last Name	
First Name	
Quality of Name	Full name reported ▼
Quality of DOB	Full DOB Reported ▼
Date of Birth	08/02/1990

Adult. Age: 31

Data Quality Fields

- **Data Completeness**
 - When it comes to reporting on data completeness, "Client doesn't know," "Client refused," and "Data not collected" all count as missing data. Making sure that the correct data quality field is selected, especially when partial data is provided, can help reduce missing rates and improve data completeness.
- **Helping Other ONE System Users**
 - Correct data quality fields help other users understand how trustworthy client data is. With so many clients in the system, it can sometimes be hard to tell whether the client you find is the client you're looking for, especially if they have a common name, or only partial SSN and DOB information provided. When the correct data quality fields are chosen, they can indicate to other users that yes, this particular client's name truly is Jane Doe, it's not just a partial or code name.
- **System Matches and Merges**
 - When importing data into the ONE System or merging client data, the ONE System needs to be able to determine whether clients match other clients, and the data quality fields are key to determining whether data fields are trustworthy. Even if a client's data seems obviously complete, if the data quality fields state the the client refused, the system has to assume the data cannot be reliably matched. The reverse is also true. If data is clearly untrue, but the data quality fields claim that it is full and complete data, the client will be matched to other clients who are likely not matches at all.

Data Quality Fields

When to Use the "Full" Option

Choose "Full SSN/Name/DOB Reported" when complete SSN, name, and/or data of birth information is provided to you by the client (in the case of name, choose "full" so long as you have complete first and last name). Choosing these options means that, to your knowledge, the information contained in these fields is accurate.

When to Use the "Partial" Option

The "partial" options vary depending on the field in question.

- Approximate or partial SSN reported - Choose this option when you're documenting only part of a client's social security security (regardless of the reason). Any part of the SSN that is unknown or withheld should be entered as zeros. Do not use this option if you are entering all zeros for a client's SSN.
- Partial, street name, or code name reported - Choose this option when a partial, short, or nickname is being entered instead of the full first name, or, in the case of outreach programs, when a street name or code name was used for street outreach clients at initial intake and until the client was able to supply their full legal name.
- Approximate or partial DOB reported - Choose this option when the client cannot remember their full or exact date of birth, but is able to recall their age or approximate age. You may enter '01' for an unknown day or month.

Data Quality Fields

When to Use "Client doesn't know"

Choose "Client doesn't know" when a client is unable to provide their SSN, name and/or date of birth. In the case of SSN, you should also choose "Client doesn't know" when the client does not have a social security number.

When to Use "Client refused"

Choose "Client refused" when a client refuses to provide their SSN, name and/or date of birth. This is also the option to use when a client does not consent to have identifying information stored in the system. In the case of SSN, all zeros should be entered when "Client refused" is chosen.

When to Use "Data not collected"

Choose "Data not collected" when the client was not asked to provide an answer for the relevant field.

Housing Standardization

Housing Standardization

What is Housing Standardization?

Housing Standardization is the effort to onboard all housing providers to the ONE System. All housing programs will be configured in the system by the close of this effort.

HSH will be reaching out to confirm which staff at your agencies will require training, receive referral notifications, and which program rosters require movements from program to program.

Housing Standardization

Please connect with Lehua Asher, lehua.asher@sfgov.org, with any questions.

Announcements

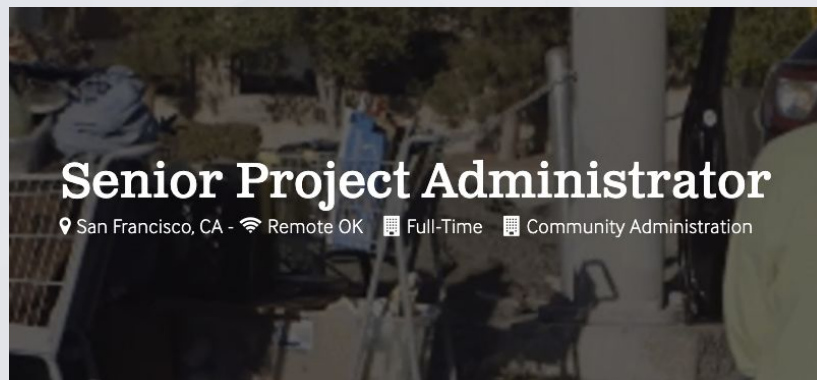
Announcements

Office Hours: June 28, 2-3 PM - <https://bitfocus.zoom.us/j/97952799994>

Announcements

Bitfocus is hiring!

<https://bitfocus-inc.breezy.hr/p/b4021b47f721-senior-project-administrator>



Helpful Resources

ONESF Help Center Website

<https://onesf.bitfocus.com>

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

Thank You From Your SF Team!



Andrea Bañas
Deputy Project
Administrator



Regina Abadajos
Community Project
Administrator