

San Francisco ONE System

Agency Lead Meeting

October 25, 2021



TODAY'S AGENDA

- **Welcome**
- **LSA and SPM**
- **Access Role Refresher**
- **Leads and Staff Communications**
- **Announcements**
- **Resources**

Welcome

What's your favorite rainy day activity?

Please share name, pronouns, and agency when responding.

LSA and SPM

LSA and SPM

What is the LSA?

The LSA (Longitudinal Systems Analysis) a report submitted to HUD annually that includes a complex analysis across key projects participating in the Continuum of Care (CoC) ONE System.

LSA and SPM

What is the SPM?

The SPM (System Performance Measures) evaluates local homeless responses as a coordinated system of homeless assistance options. This data is reported to HUD annually and includes key indicators of a high performing system including length of time homeless, exits to permanent housing, returns to homelessness, and more.

LSA and SPM

These two federal report submissions overlap this year

- Please expect to be contacted by a Bitfocus Professional Services team member
- Send any questions to the Community Admin team - onesf-admin@bitfocus.com
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LSA and SPM

What can you do to prepare for this submission?

- Respond to inquiries from Bitfocus' Professional Services team
- Review agency data by **November 12th**
 - **Loop in program managers and key staff to review data**
- Review accuracy in your Bed Inventories and Utilization Rates
 - Utilization should be between 90-105%
 - Missing exits and abandoned enrollments should be resolved

LSA and SPM

What can you do to prepare for this submission?

- Run the [HUDX-225] HMIS Data Quality Report for the period 10/1/20 to 9/30/21 (you'll find this report in the Clarity Human Services Report Library under HUD Reports). Correct records with errors, paying special attention to any element that shows over a 5% error rate (remember, clicking on a number will give you a list of clients being counted in that number). Want more information on what gets counted in this report?

LSA and SPM

What can you do to prepare for this submission?

- Run the [GNRL-106] Program Roster for the period 10/1/20 to 9/30/21 (this report is under Program Based Reports) and make sure household groups are correct (households are separated by bold lines. Clients not separated by lines are grouped together in a household). If you notice that clients are missing, check out our Help Center article: [How do I add a new household member to the Program?](#) If clients are grouped together incorrectly, contact the Helpdesk to get them corrected. Some measures only count heads of household, so it's important that households be configured correctly!

LSA and SPM

What can you do to prepare for this submission?

- Run the [GNRL-220] Program Details Report for the period 10/1/20 to 9/30/21 (this report is under Program Based Reports) and review the following:
 - Date of Birth: Some measures only count adults, so it's important that dates of birth be as accurate as possible.
 - Housing move-in date: Make sure this date is on or between the client's project start and exit dates, otherwise it will look like clients were never housed by your project!
 - Income and non-cash benefits: Be sure these are/were updated before client exit. Increase in income/benefits is one of the areas in which communities are measured.
 - Living situation (including prior residence and length of time homeless): Make sure these fields are as complete as possible with no "Client doesn't know," "Client refused," or "Data not collected" values when possible. These elements impact measures around entries from homelessness.
 - Exit destination: Avoid choosing "Client doesn't know," "Client refused," or "Data not collected" values whenever possible. This element impacts measures around returns to homelessness.

LSA and SPM

What can you do to prepare for this submission?

- Review Bed Inventories and Utilization rates for accuracy. Ensure an accurate number of beds and units are listed throughout the year for your shelter and housing programs. Utilization rates should be between **90-105%**.
- For Night-by-night (NbN) Shelters, please resolve any missing exits or abandoned enrollments.

Access Role Refresher



Leads and Staff Communication



Leads and Staff Community

What topics do your staff come to you about?

Announcements



Helpful Resources

ONESF Help Center Website

<https://onesf.bitfocus.com>

Bitfocus Helpdesk

onesf@bitfocus.com

415.429.4211

Thank You From Your SF Team!



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**Andrea Bañas
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