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.



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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.

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.

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 <u>onesf-admin@bitfocus.com</u>

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

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?

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!

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.

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



Access Role Refresher

What are "Access Roles?"

Access roles control what users can see and do in the ONE System. They make sure you have access to client and program information you need to do your work, while also ensuring that clients can trust that their enrollment and service information is protected and only available to those who need to see it.

Summary of

Staff Access Roles

The following chart is a visualization of the Access Roles and the functions in ONE System they will have permissions to view and/or use.

Access Levels	Staff roles	Client Profile	History	Services	Programs	Assessments	Notes	Files	Location	Referrals	Reports
1	Front Line Staff	х		x					x		
2	Property Managers	x			x			x		x	
3	Shelter Staff	x		x	x						x
4	Shelter Case Manager	х	x	x	x		x	x	x		x
5	Housing Program Manager	x	×	×	x		×	x	x	x	x
6	Program Supervisor Access Partner	x	x	x	x	х	x	x	x		x
7	Street Outreach	x	x	x	x	x	x	×	x		x
8	Access Point Staff Access Point Manager/ Vets BNL Agency Manager HSH Staff Analyst Agency Lead Agency Lead Data Back-up Agency Lead Housing Case Manager HSH Matchmaking HSH Staff Data	×	×	×	×	×	×	X	×	X	×

Access Role Refresher

Remind staff that new user requests must be approved by or come directly from agency leads.

Access roles do not have to correlate to internal titles at your organization

When requesting new user accounts or access role changes please use the Staff Role name, not the Access Level number

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1	Front Line Staff	х		x					x		
2	Property Managers	x			x			x		x	
3	Shelter Staff	x		x	x						x
4	Shelter Case Manager	x	x	x	x		x	x	x		x
5	Housing Program Manager	x	x	x	x		x	x	x	x	x
6	Program Supervisor Access Partner	х	x	x	x	x	x	x	x		x
7	Street Outreach	x	x	x	x	x	x	x	x		x
8	Access Point Staff Access Point Manager/ Vets BNL Agency Manager HSH Staff Analyst Agency Lead Agency Lead Data Back-up Agency Lead Housing Case Manager HSH Matchmaking HSH Staff Data	x	x	X	X	×	×	×	×	×	×

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!



Ja Eun Guerrero Huh, LCSW Senior Project Administrator



Andrea Bañas Deputy Project Administrator

