

Providence Provider Training

Emergency Placements



Agenda

- Creating New Profiles
- Managing Households
- Release of Information
- Files
- Contact Information
- Enrollments
- Services
- Exits
- Reports
- Resources

Creating New Profiles



Creating New Profiles - Searching for Clients in ONE

- Search for client
 - Search by name , partial name, DOB and SSN
- If unable to find, create a new profile

SEARCH FOR A CLIENT

ADD CLIENT +

Search by name, partial name, DOB or SSN

SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.


Managed with Clarity Human Services

Recover deleted data

Creating New Profiles

- Please make sure to collect as much information as possible, and avoid using “Client refused” or Data Not Collected” whenever possible
- For existing profiles, confirm that all information is correct
- If in a family, profiles must be created for all members of a household

SEARCH FOR A CLIENT

ADD CLIENT 

SEARCH

Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.

CREATE A NEW CLIENT

Social Security Number

Quality of SSN

Select

Last Name

First Name

Quality of Name

Select

Quality of DOB

Select

Date of Birth

Middle Name

None

Gender

Select

Race

Select

Ethnicity

Select

Please fill in Release of Information form

CANCEL



Release of Information

When creating a new client profile, ONE will prompt you to have the client sign a Release of Information or give verbal consent.

- The Release of information enter date, should correspond with both the date that the client signed the release and the date you created the client profile.
- In the next slide we will demonstrate where you can upload the corresponding release of information

RELEASE OF INFORMATION

Permission	Yes	▼
Start Date	01/07/2021	25
End Date	01/07/2024	25
Documentation	▼ ✓ Select Electronic Signature Verbal Consent	

ELECTRONIC SIGNATURE FORM

By completing this form, you are certifying the client:

- 1) was notified of the Department of Homelessness and Supportive Housing Notice of Privacy Policy
- 2) completed the Release of Information: Homeless Response System as required for the ONE System

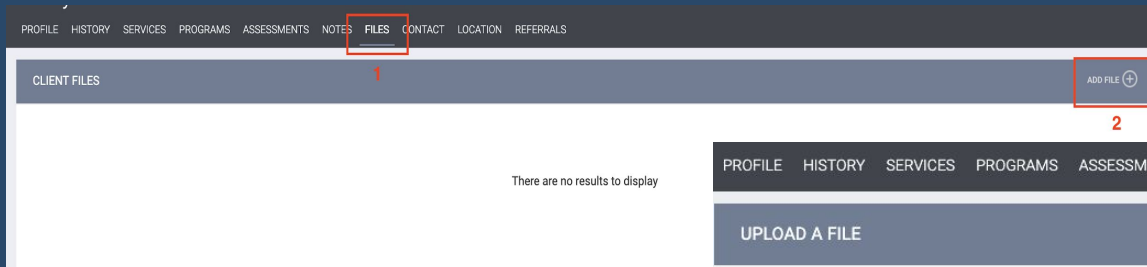
Any signed Release of Information forms must be uploaded in client files.

SAVE

CANCEL

Uploading ROIs

- To upload an ROI, select the files tab
- Select the category for Release of Information



PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES **FILES** CONTACT LOCATION REFERRALS

UPLOAD A FILE

Category Release of Information

Predefined Name Release of Information: Homeless R

File Select File

Trouble attaching files? Switch to the Basic Uploader

Private

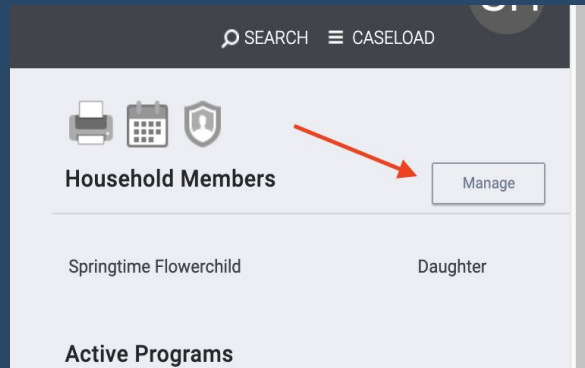
SAVE CHANGES CANCEL

Managing Households

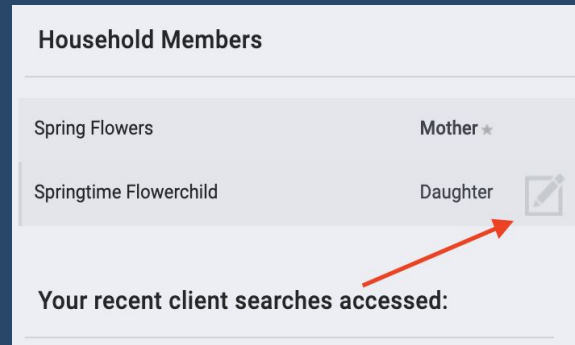


Managing Households

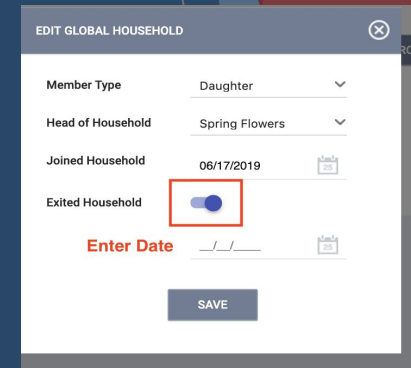
- If the family composition changes, you may need to add or remove family members
 - Each family member needs to have a record created before you can add the household members together



1



2



3

Contact Information



Contact Information

- Contact information should be updated or entered for every client and can be entered at any time, even prior to program enrollment.
- It can be viewed by anyone accessing the client's profile.
- Contact information that is no longer valid should be marked inactive.

Ginny West Coast

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES **CONTACT** LOCATION REFERRALS

CLIENT CONTACTS

ADD CONTACT (+)

Contact Type	Name	Phone	Email	Date
 Client	Ginny West Coast	111-111-1111	ginny.test@test.com	01/14/2021

Enrollments



Enrollments

Clients should be enrolled into the Emergency Placements program in ONE when they start receiving services.

PROGRAMS: AVAILABLE

Armstrong Place Senior Housing - LOSP



Emergency Placements - Providence Family Services Center



Providence Family Services Center



[TRAINING] ESG-Providence Foundation Shelter Program



Jerry Seinfeld

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

Emergency Placements - Providence Family Services Center

PROGRAM DESCRIPTION:

Providence Family Services Center is located in the Marina. Stays are limited to 14 days for emergency placements. There is no elevator. Units are 1-bedroom and include private bathroom in unit, no kitchen but a microwave available in Community Room. Amenities include Wi-Fi in building, Free laundry on site, Community garden on site, TV room, and computers are available for use. Program supports included meals and community meetings. Clients are expected to meet with a case manager regularly, at least once per week. Service animals only. Visitors are allowed with prior approval. No overnight guests are permitted.

Occupancy (Today)



■ 0 % Checked In
■ 0 % Reserved
■ 100 % Available



Funding Source

Local or Other Funding Source

Availability

Full Availability

Service Categories:

✓ Housing Search and Placement

✓ Other

HOUSING AVAILABILITY:

▶ Households with at least one adult and one child

30 Beds in 15 Units

PRINT DIRECTIONS

ENROLL

Enrolling Clients in to a Program

- Please make sure to collect as much information as possible .
- Avoid using “Client refused” or Data Not Collected” whenever possible.
- Data entry should happen within three working days.


Jerry Seinfeld

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

Enroll 'Emergency Placements - Providence Family Services Center' program for client Jerry Seinfeld


Project Start Date

08/13/2021




Is the Client an Adult or Head of Household?

Yes (Automatically Generated Response)



Is the Program Type Either Emergency Shelter, Safe Haven, or Street Outreach?


Yes (Automatically Generated Response)



PRIOR LIVING SITUATION


Type of Residence

Place not meant for habitation (e.g., a vehicle, an abandoned building, bus




Length of Stay in Prior Living Situation

90 days or more, but less than one year



Approximate Date Homelessness Started

01/01/2019



Number of times on the

Services



Services

- ▶ Services are recorded to capture engagement with a client
- ▶ Services should be entered within the program enrollment
- ▶ Select the applicable service by clicking the drop down to the right of the service

Bitfocus Test

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES CONTACT LOCATION

PROGRAM: PROVIDENCE FAMILY SERVICES CENTER

Exit

Enrollment History **Provide Services** Assessments Notes Files Forms

Services

Denial of Service:	Other ▾
Denial of Service: Arbitration Outcome	Other ▾
Denial of Service: Arbitration Scheduled	Other ▾
Denial of Service: Hearing Outcome	Other ▾
Denial of Service: Hearing Requested	Other ▾
Document Ready	Housing Search and Placement ▾
Refused Housing Referral	Housing Search and Placement ▾
Shelter Stay Extension	Other ▾
Shelter_COVID19 Household Referrals	Other ▾
Shelter_COVID19 Extensions	Other ▾
Unique Circumstances	Other ▾

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CaIWORKS Clients

The Shelter_COVID19_CaIWORKS HSP service should be entered for all CaIWORKS clients

Enrollment

History

Provide Services

Assessments

Notes

Files

Forms

X Exit

Services

Denial of Service:	Other ▾
Denial of Service: Arbitration Outcome	Other ▾
Denial of Service: Arbitration Scheduled	Other ▾
Denial of Service: Hearing Outcome	Other ▾
Denial of Service: Hearing Requested	Other ▾
Document Ready	Housing Search and Placement ▾
Refused Housing Referral	Housing Search and Placement ▾
Shelter Stay Extension	Other ▾
Shelter_COVID19 Household Referrals	Other ▾
<u>Shelter_COVID19_CaIWORKS HSP</u>	Other ▾
Shelter_COVID19_Extensions	Other ▾
Unique Circumstances	Other ▾



Services

- ▶ Some services may have service items you can choose from
- ▶ Select the most appropriate service items by clicking on the drop down to the right



The screenshot shows a web form titled "Refused Housing Referral" with a sub-header "Housing Search and Placement ^". The form contains a list of eight refusal reasons, each with a corresponding dropdown menu to its right. A red rectangular box highlights the entire column of dropdown menus. The refusal reasons listed are:

- Observed Mental Health Barrier
- Other Refusal Reason
- Prefer a Different Building
- Prefer a Different Neighborhood
- Refused Participation in Mandated Payee Service
- Refused to Pay Required AMI Income
- Unable to independently look for housing due to mental/medical health need (for RRH offers)
- Unknown Refusal Reason

Shelter Extensions

There are two services for shelter extensions:

- ▶ Shelter Extensions: for families that are actively referred to a RRH program or in the process for Permanent Supportive Housing.
- ▶ COVID19 extensions: for families that are not in the former category but are encouraged to continue to shelter in place due to COVID19
- ▶ All shelter extensions are approved by the Program Director and the dates of the services should reflect the length of time for the extension

Denials of Services

- Denials of Services are used when a client is staying in shelter but has broken shelter rules
- Denials of Services can be immediate or non-immediate
 - a. Immediate Denials of Services, reflect when someone has engaged in a behavior that violate shelter health and safety.
 - b. Non Immediate Denials of Services is when a more minor rules is broken (i.e. not complying with curfew).
- Denials of Service are documented in ONE to show system wide when a person cannot be placed in a particular shelter
- Start and End dates are based off the length of penalty

Exits


Exits

- Exits should be entered when a client is no longer receiving services from the program
 - Be sure to include an exit destination for the client
 - You will complete an exit for all household members

Jerry Seinfeld

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES CONTACT LOCATION REFERRALS

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
 Emergency Placements - Providence Family Services Center Emergency Shelter: Entry/Exit Date [TRAINING] Providence Foundation ⓘ	08/13/2021	Active	Individual

PROGRAM: EMERGENCY PLACEMENTS - PROVIDENCE FAMILY SERVICES CENTER

Enrollment **History** Provide Services Assessments Notes Files Forms ✕ Exit

Program Service History LINK FROM HISTORY

No results found

Let's Talk Reports



Program Roster

[GNRL-106] Program Roster (Program Based Report)

- ▶ Who's stayed in the program
- ▶ Lists program stay information for clients with the selected status in the selected program

Program Roster

Program Roster Report

Sarah Smith Housing Services

Active within [08/01/2018 - 12/27/2018]

Housing Move-in: Undefined = Unknown HoH or Move-in is Null, ☐ = Non PH Project

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	Assess-ments	Services	Assigned Staff
Program: Youth Hope Housing											
Test, Visibility	00948F75C	01/01/1998	20	20	12/18/2018	-	10	undefined	0	0	S. Dougherty

Total: 1

Program Name	Project Type	Project Applicability
Youth Hope Housing	PH - Permanent Supportive Housing (disability required)	Permanent Housing for Disabled Homeless Persons [SHP-PH]

Thu Dec 27 06:53:00 AM 2018

Powered By



1 / 1



Service Based Report

[TRAINING] Providence Foundation

REPORT LIBRARY EXPLORE DATA ANALYSIS

Administrator Reports 17 report(s) ▾

Service Based Reports 13 report(s) ▲

[EXPS-101] Funding Source Financial Detail	★ RUN SCHEDULE MORE INFO ▾
[EXPS-102] Service Expense Review	★ RUN SCHEDULE MORE INFO ▾
[GNRL-102] Client List	★ RUN SCHEDULE MORE INFO ▾
[GNRL-103] Service Census	★ RUN SCHEDULE MORE INFO ▾
[GNRL-104] Service Summary	★ RUN SCHEDULE MORE INFO ▾
[GNRL-111] Attendance by Days Served	★ RUN SCHEDULE MORE INFO ▾
[GNRL-112] Client Address / Location	★ RUN SCHEDULE MORE INFO ▾
[GNRL-211] Service Issuance Summary	★ RUN SCHEDULE MORE INFO ▾
[GNRL-403] Public Alert Notice	★ RUN SCHEDULE MORE INFO ▾

Service Based Report

[TRAINING] Providence Foundation



[REPORT LIBRARY](#) [EXPLORE](#) [DATA ANALYSIS](#)

Service Census

Service / August 2021	1	2	3	4	5	6	7	8	9	10	11	12	13
Denial of Service:: Immediate Denial Reason #4: Destruction/theft of property	0	0	0	0	0	0	0	0	0	0	0	0	0

Service	# of Services Provided	# of Unduplicated Clients Served
Denial of Service:: Immediate Denial Reason #4: Destruction/theft of property	0	3
Total	0	3

Fri Aug 13 01:30:05 PM 2021



Resources

Bitfocus Help Desk

onesf@bitfocus.com or (415) 429-4211

ONESF Help Center Web Page

onesf.bitfocus.com

Training Materials

<https://onesf.bitfocus.com/temporary-shelter>

The Help Desk Widget

