Providence Provider Training

Emergency Placements

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Agenda

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

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Creating New Profiles

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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

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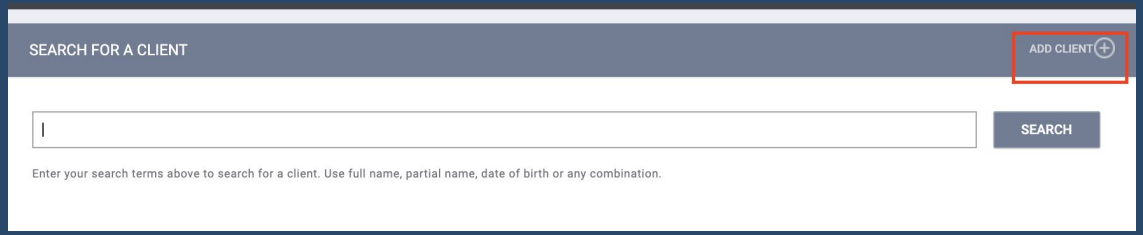
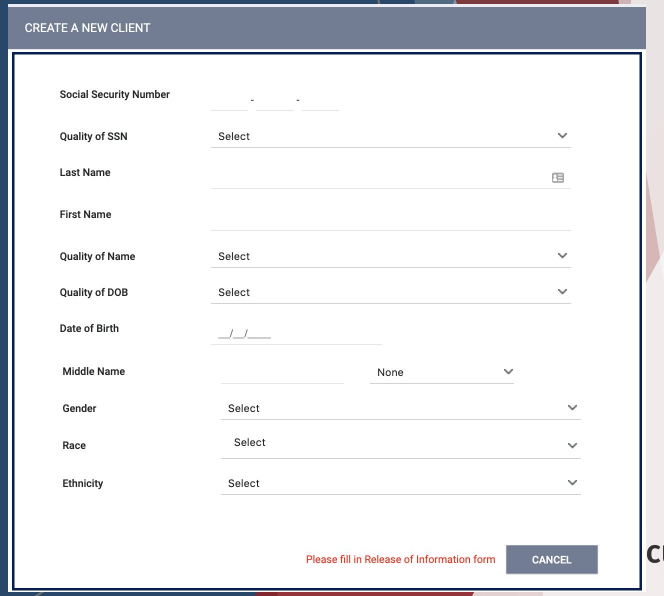
Creating New Profiles

- 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





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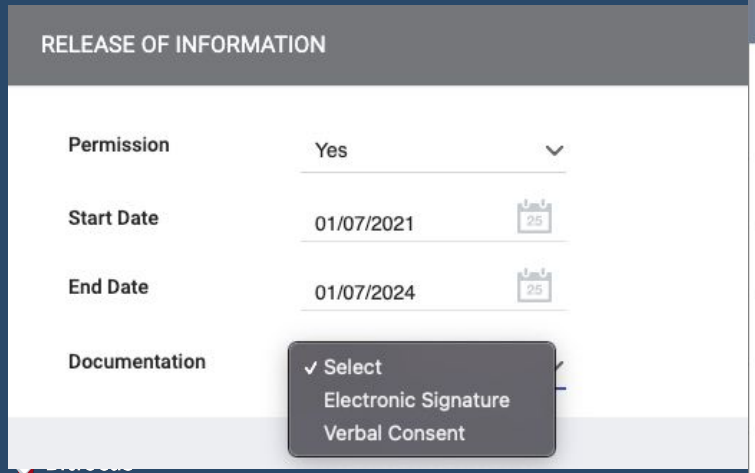
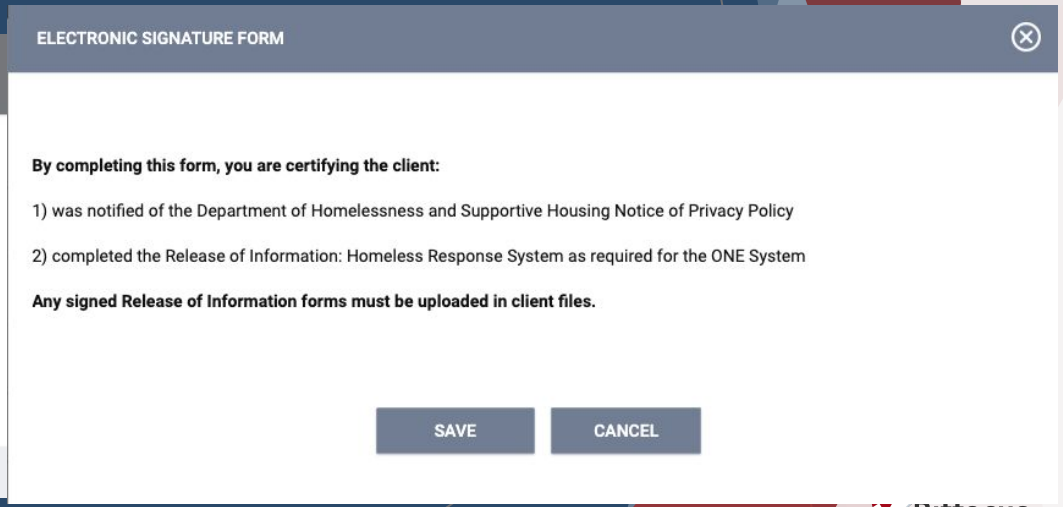
Release of Information

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





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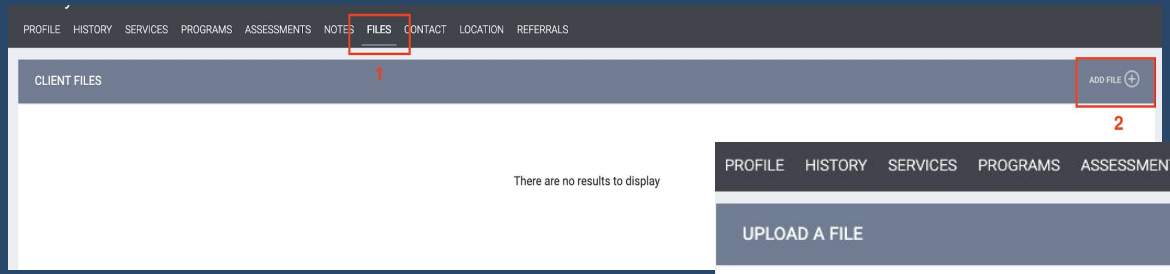
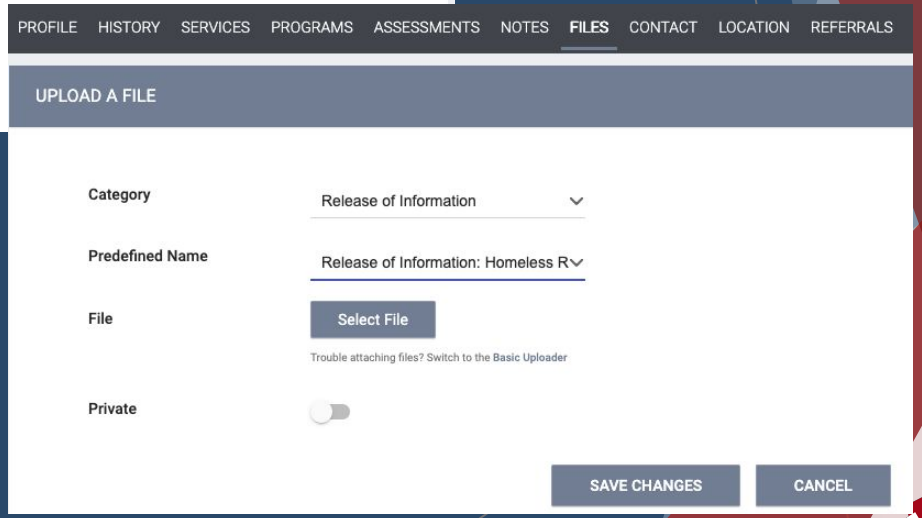
Uploading ROIs

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





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Managing Households

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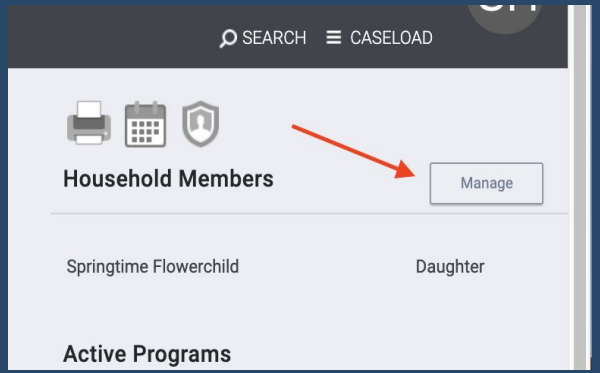
Managing Households

- 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



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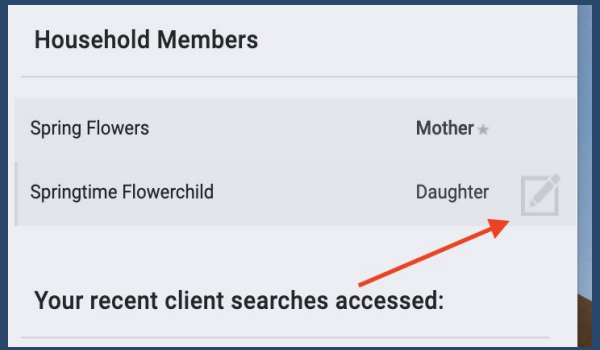

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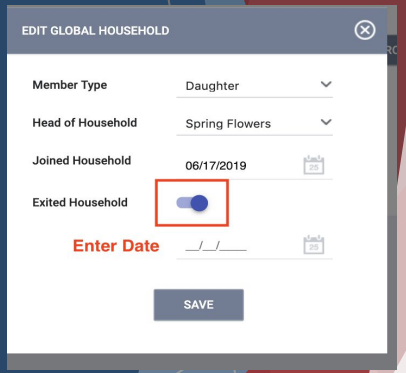

3

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Contact Information

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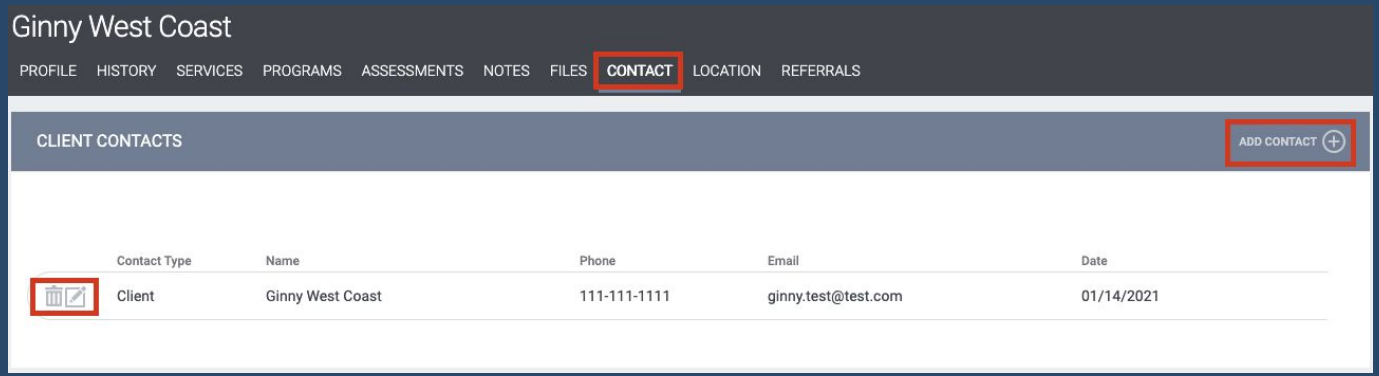
Contact Information

- 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.



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Enrollments

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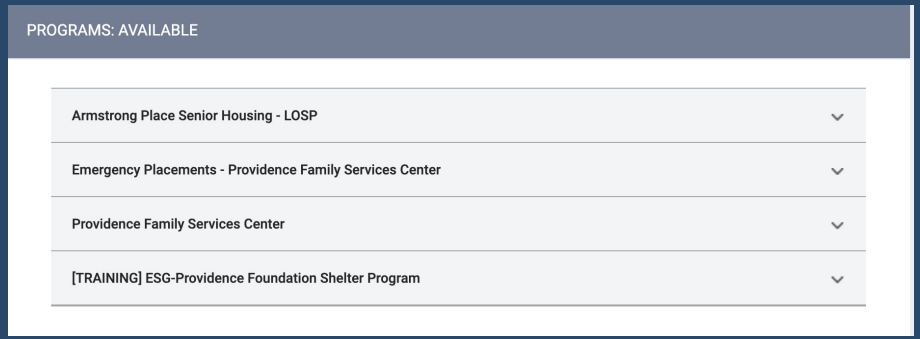
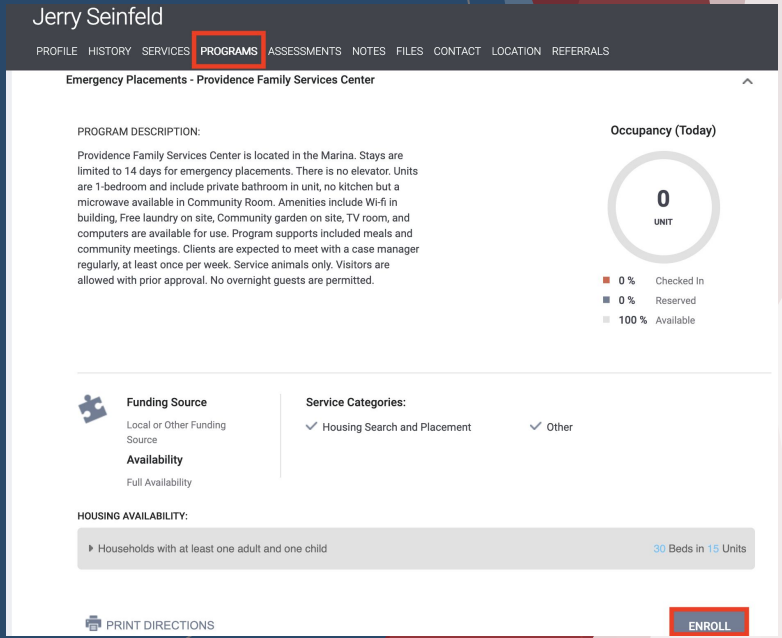
Enrollments

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





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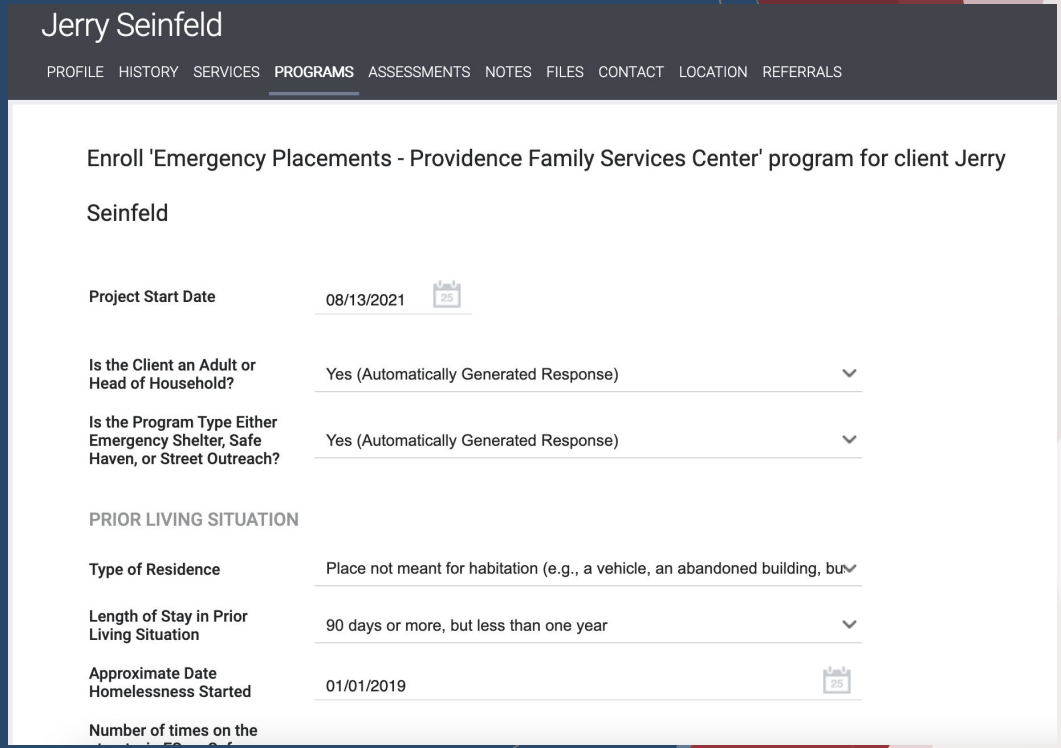
Enrolling Clients in to a Program

- 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.



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Services

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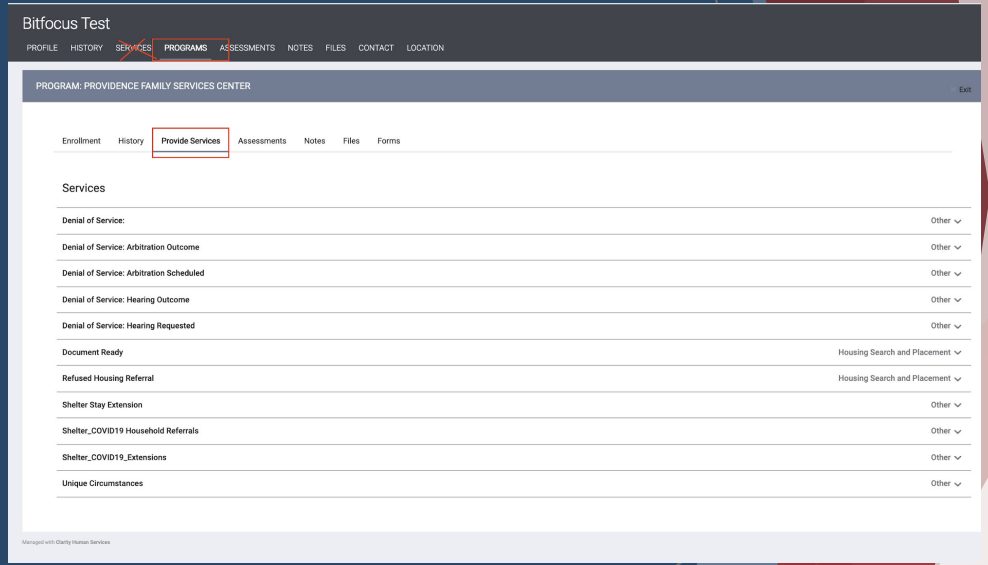
Services

- 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



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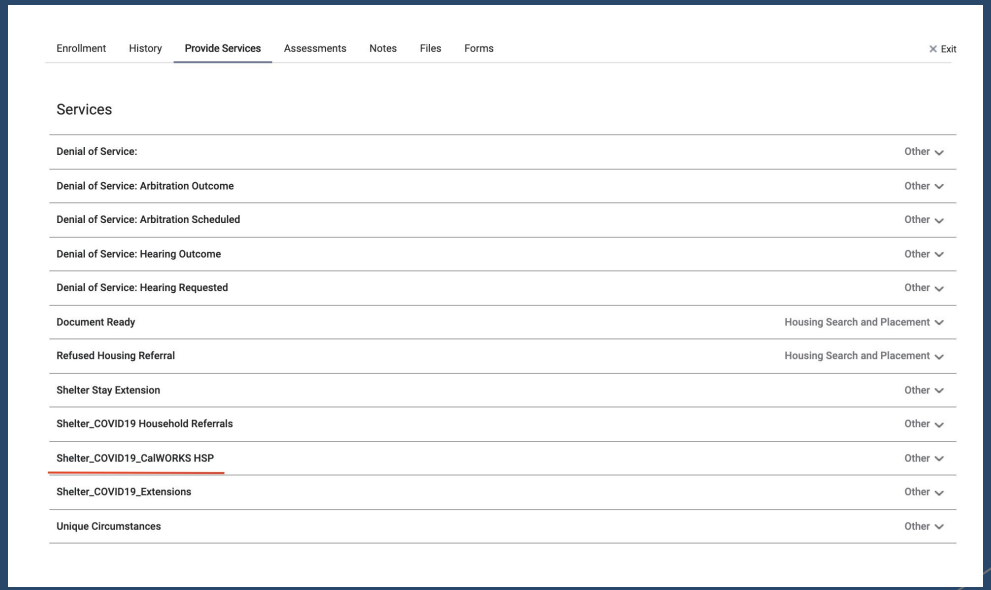
CalWORKS Clients

The Shelter_COVID19_CalWORKS HSP service should be entered for all CalWORKS clients



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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

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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

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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

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Exits

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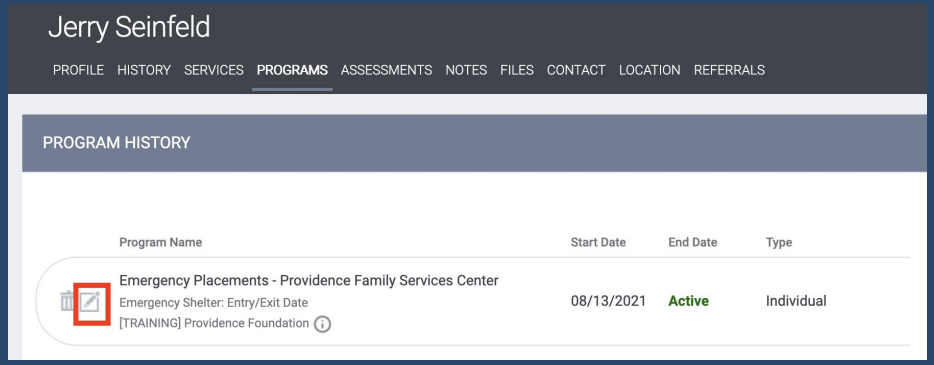
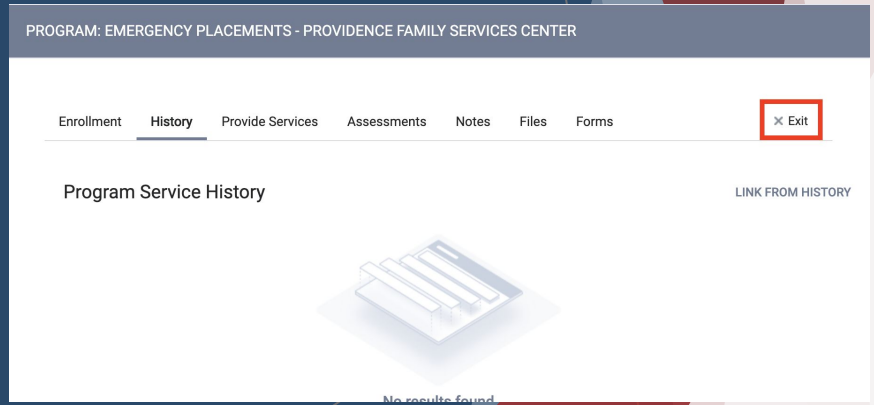
Exits

- 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





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Let’s Talk Reports

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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

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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

1 / 1

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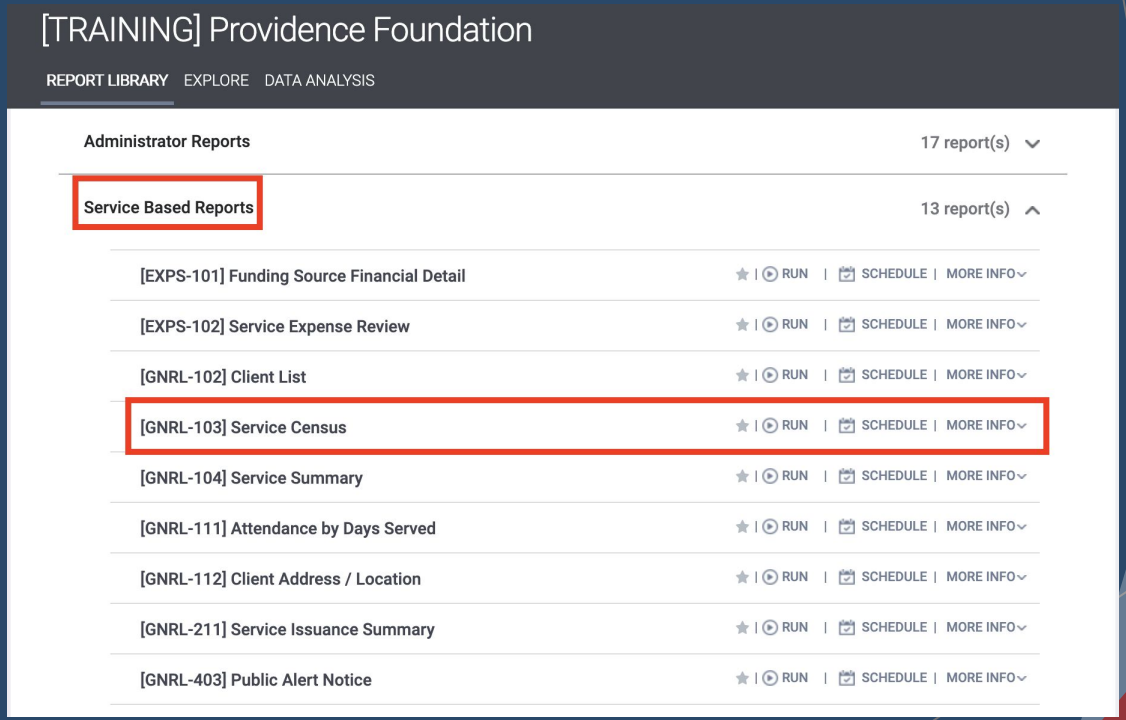
Service Based Report



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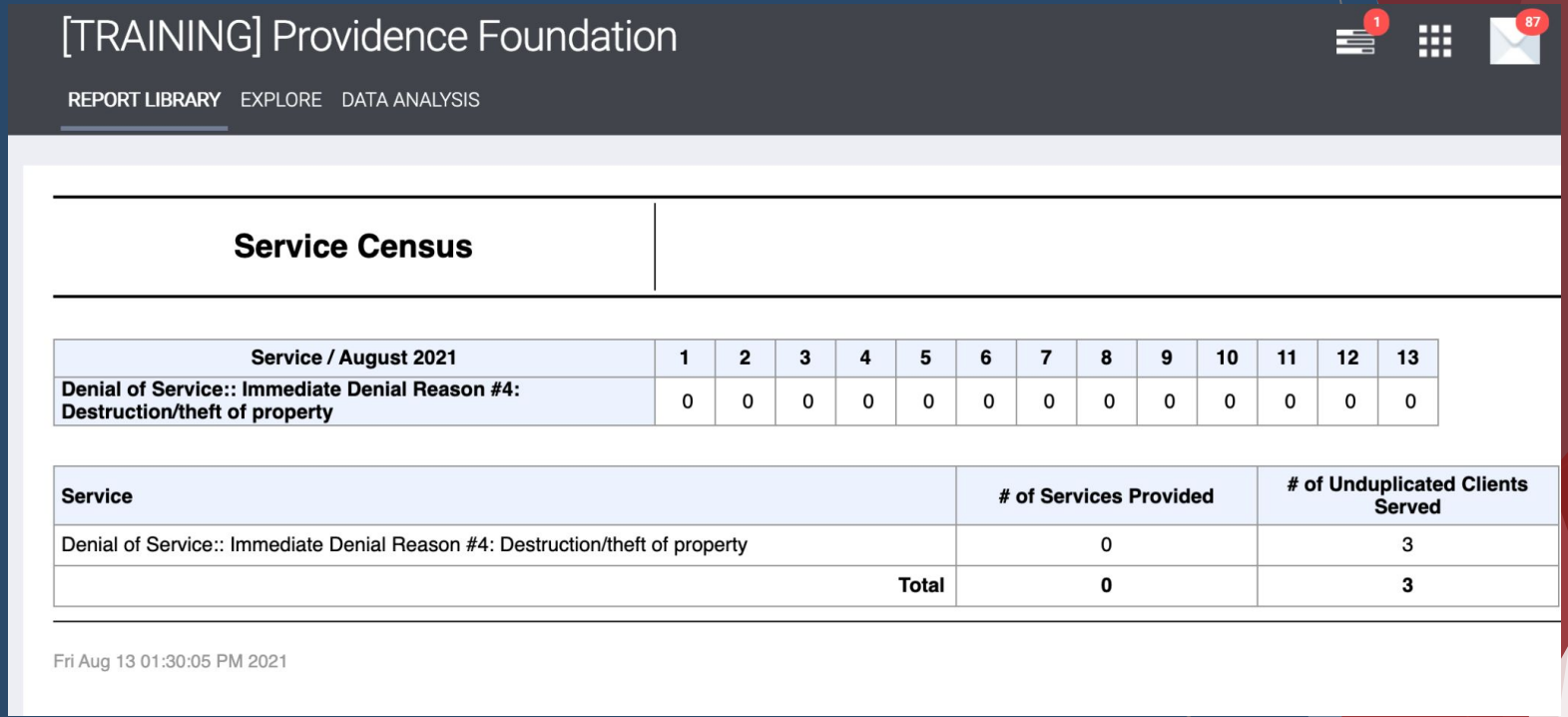
Service Based Report



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

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Resources

Bitfocus Help Desk

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

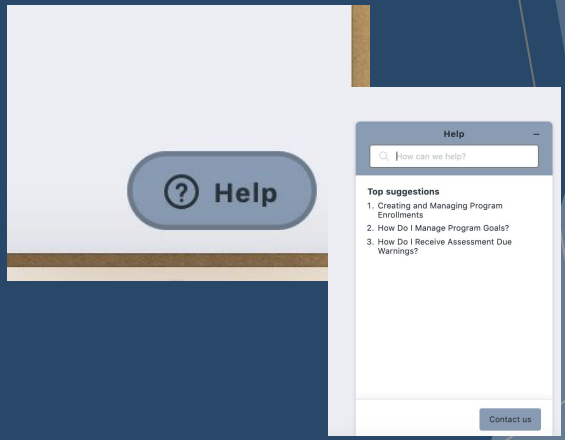
ONESF Help Center Web Page

onesf.bitfocus.com

Training Materials

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

The Help Desk Widget



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