DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Adult Housing Navigation & Placement Workflow
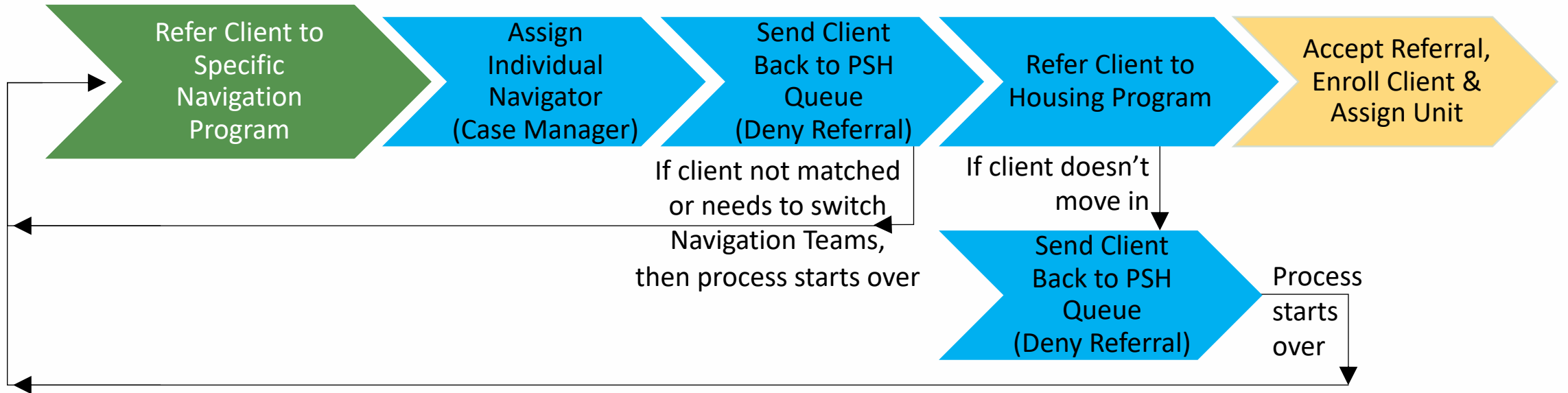
Refresher Meeting

July 26, 2023

Agenda

- Review/demo key aspects of the workflow and highlight anything new or steps where we've seen some data issues
  - Referrals to Adult Housing Navigation Programs & accompanying dashboards
  - Referrals to specific housing programs & accompanying dashboards
- Q&A

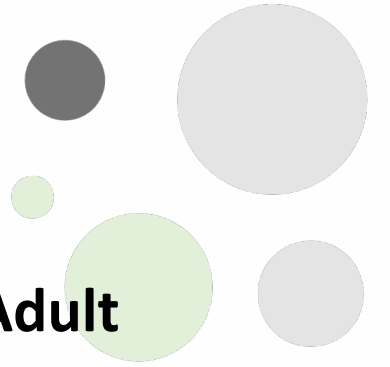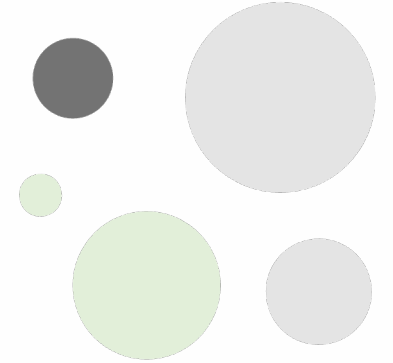# Adult Housing Navigation & Placement Workflow

Referrals to Adult Housing Navigation Programs & Accompanying Dashboards

Reminders Related to Referrals to Adult Navigation Programs

☛ **Only the Housing Placement Team (HPT) should make referrals to the Adult Housing Navigation Programs**

- Housing Navigation: Dolores Street
- Housing Navigation: ECS
- Housing Navigation: Pretrial Diversion Project
- Housing Navigation: SF HOT Case Management

☛ **HPT includes information on intended program/unit in referral notes**

☛ **Navigation teams should update the pending referral with the assigned Navigator using the "Case Manager" field**

☛ **Clients should NOT be enrolled in the Housing Navigation Programs**

- Referrals remain in pending status until client is sent back to PSH Queue by denying the referral using the appropriate denial reason (see Denial Reason Desk Guide for guidance)

Dashboards Related to Referrals to Adult Navigation Programs

☛ **Adult Housing Navigation Programs Dashboard**

- Displays pending referrals by program
- Can check if Case Manager field has been populated
- Can view referral notes from the HPT (new)

☛ **Adult Housing Navigation Programs Referral Denial Reasons**

- Displays denied referrals by program (remember all referrals are resolved by being denied)
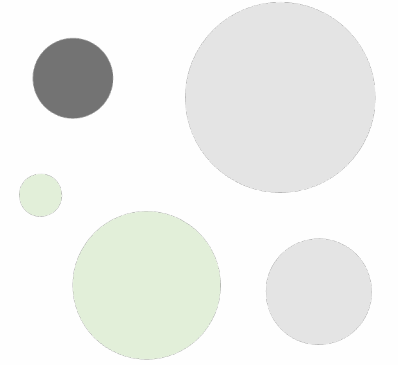- Can check if appropriate denial reasons are being used

➢ *Demo workflow steps and dashboards*

Referrals to Specific Housing Programs & Accompanying Dashboards

Reminders Related to Referrals to Specific Housing Programs

- **All referrals to housing programs must now be made to program openings in ONE**
  - All housing programs have been switched to "Limited Availability" (versus "Full Availability")
  - Property managers must first post program openings before Navigation Teams can make a housing referral
  - HPT should ensure a housing program has posted openings in ONE before listing it as the intended placement in the notes of the referral to the Navigational Programs

Dashboard Related to Referrals to Specific Housing Programs
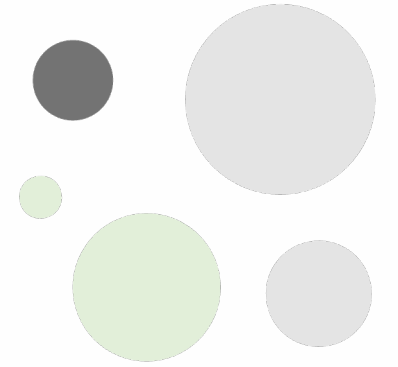
- 🔑 **NEW** **[Program Openings for Adult Navigation Teams](#)**

  - Displays posted housing program openings relevant to Adult Housing Navigation Teams
  - Can filter for a specific agency, program and whether the building has an elevator
  - Default sort is by service provider agency and program, but can resort data by other columns as needed

- ➢ ***Demo workflow steps and dashboard***

What if I need support?

- Refer to Training Materials

  (posted to ONE help site under Training Materials for Coordinated Entry)

  - Adult Referral Denial Reasons "Desk Guide"
  - Original training slides & videos
  - These slides will be posted as well!

- Contact Bitfocus

  - Email Local Sys Admin Team (Holly & Paul) onesf-admin@bitfocus.com
  - Email the Help Desk onesf@bitfocus.com

- Reach out to the HSH Housing Placement Team or Adult CE Program Manager

- Email the HSH ONE System Team

  - Email HSHONESystemPMO@sfgov.org

Wrap Up

☞ Any questions?

☞ Thank you for your attention today!