Monthly Agency Leads Meeting

San Francisco, March 2025

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Today's Agenda

Welcome!

System Updates

ONE System Status Page

System Performance Measures Overview

Announcements

Wrap Up & Future Meeting Discussion

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Welcome!

⋯➔ What is your favorite part of spring?

⋯➔ Please share your name, pronouns, and agency when responding.

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System Updates

⇢ Federal Reporting Season is Ongoing:

⇢ **SPM:** Due date April 11, 2025

⇢ **HIC/PIT:** Opening date to submit coming soon...

⇢ Official HIC/PIT for SF to occur on Jan 28, 2025

ONE System Status Page

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ONE System Status Page
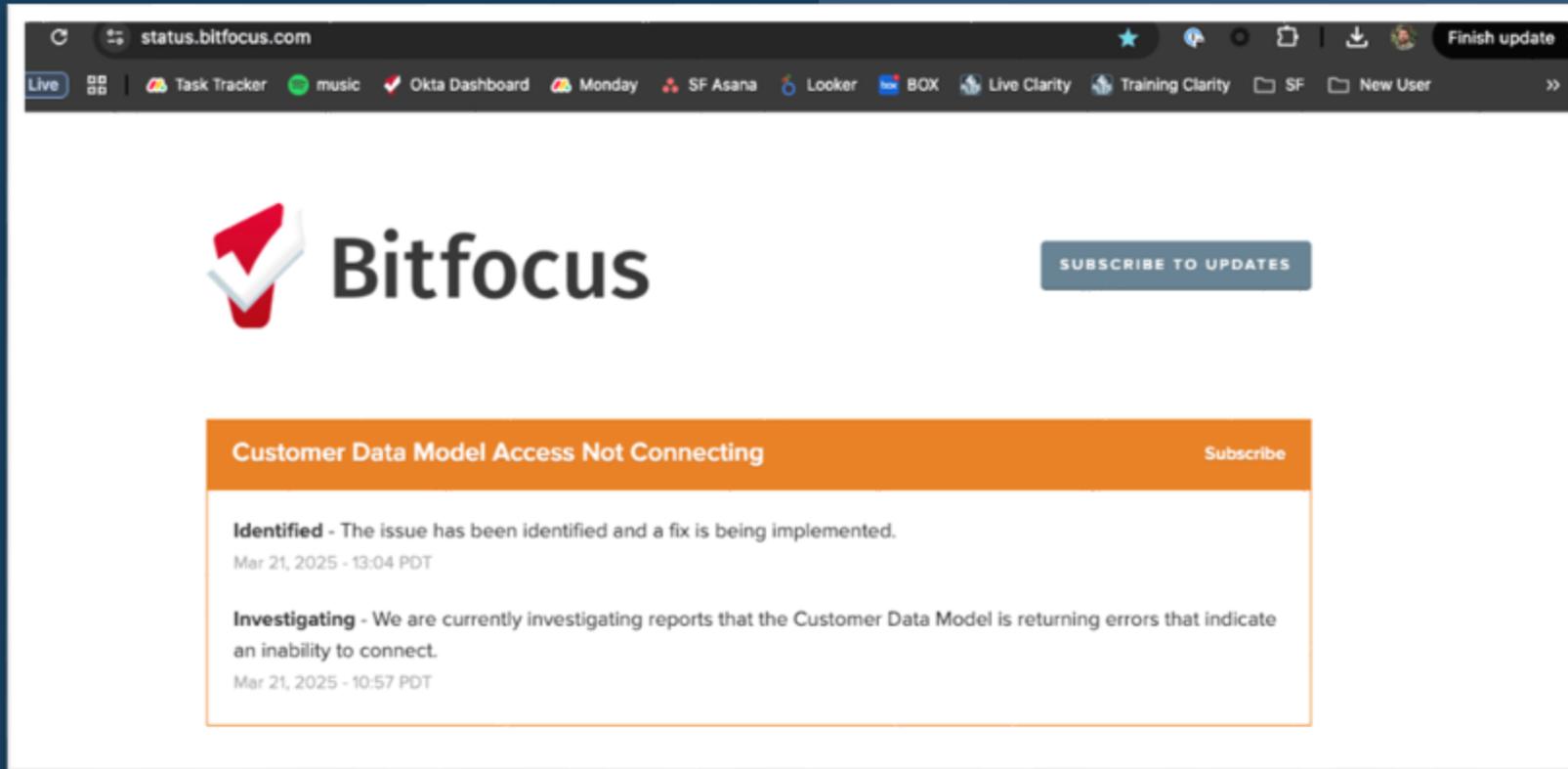
- www.help.bitfocus.com/system-status

- Provides real-time information on the system status and incidence reports for Clarity Human Services, Reporting, Data Analytics, DIT API, Clarity Outreach, the Bitfocus website, and the Bitfocus Help Center

- Can see a day by day breakdown of system uptime over the last 90 days
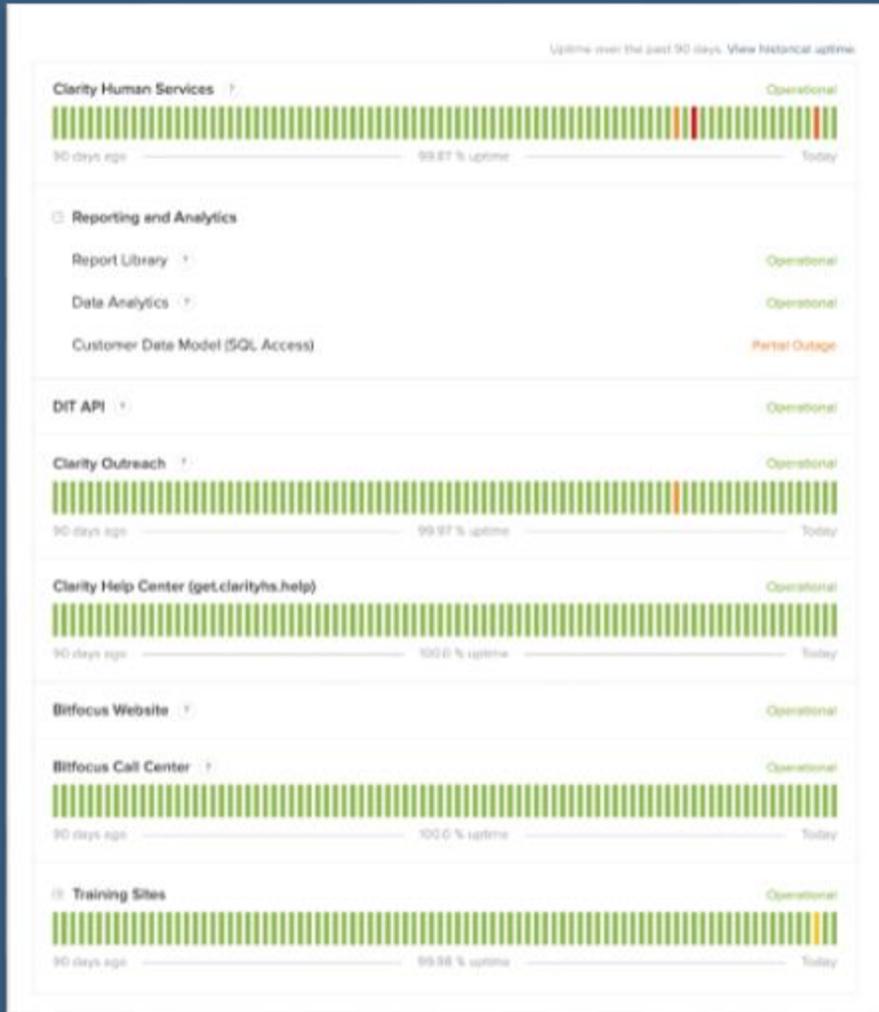
- If an indecent is impacting system uptime, updates from the Bitfocus devs will be posted here to give solutions updates.

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What you can do to stay informed:
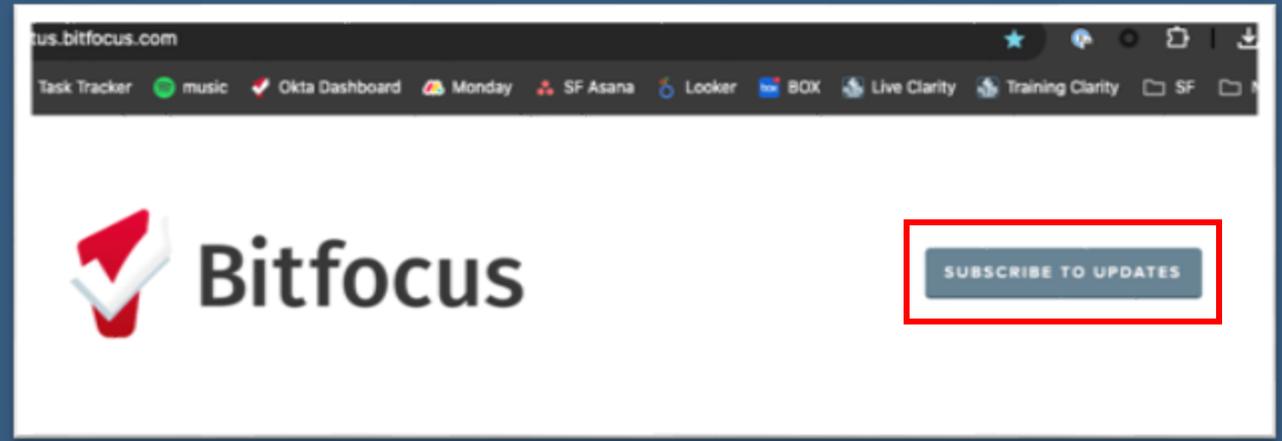
- Subscribe to get updates!
  - Can select how you receive updates.
  - Will receive all updates posted to the status site
    - Some updates may not be applicable to ONE as they may only affect other instances
- Report any outages or pages that are not loading to the help desk
  - 504 Gateway Timeout Error
  - "An internal service error occurred"
  - "Parse error..."
  - Reports failing to connect

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System Performance Measures

Overview

System Performance Measures (SPM) Overview

2009 HEARTH Act: CoCs are tasked with designing a local "system" to assist sheltered and unsheltered people with services to access housing and long-term stability.

SPMs are the performance-based criteria to assess how well a system coordinates homeless response services.

Follows individuals and households through various programs, rather than looking at one program or funding source.

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System Performance Measures (SPM) Overview

Reporting & Submission	Reporting Period: OCTOBER 1 – SEPTEMBER 30
	Submission Date: April 11, 2025
	Submissions will open in HUD HDX 2.0: March 17, 2025
Importance of SPM	Impacts CoC NOFO
	High Performing Community (HPC) Designation
	Understand your local performance as a coordinated system
Data Sources	Client-level outcome data as reported in HMIS
	Sheltered and unsheltered PIT Count data (as reported through HDX)

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SPM Measure Details

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What are the System Performance Measures?

Seven Measures (more detail later)

1. Length of Time Persons Experience Homelessness
2. Returns to Homelessness within 6, 12, & 24 months
3. Number of Persons Experiencing Homelessness
4. Employment & Income Growth (CoC funded projects)
5. Number of People Who Become Homeless for 1st Time
6. Homelessness Prevention & Placement (not applicable)
7. Successful Placement/ Retention in Permanent Housing

Additionally, Destination Data Quality by project type is submitted.

Measure 1: Length of Time Persons Experience Homelessness

Client Universe: Persons enrolled in applicable project types during the reporting period.

Measure	Calculation
	Average and Median Number of Days Clients Spent in:
1.1a	Emergency Shelter-E/E, ES-NbN, and SH
1.2a	ES-EE, ES-NbN, SH, and TH
1.1b	ES-ES, ES-NbN, SH, and PH (prior to housing enrollment)
1.2b	ES-ES, ES-NbN, SH, TH, and PH (prior to housing enrollment)

Start of client's episode of homelessness

1st day of reporting period

Last day of reporting period

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Measure 2: Returns to Homelessness

Client Universe: Persons who exited relevant project types to a permanent destination two years prior to the reporting period. *2024 report year would refer to clients with exits between 10/1/2021 – 9/30/2022*

Of exited clients, the measure reports the number of clients who returned to homelessness within 6 months and within 12 months (Measure 2a) or within 24 months (Measure 2b) of their initial exit.

Relevant Project Types: SO, ES-EE, ES-NbN, SH, TH, PH

Client Exits to PH 2 years ago

Report period start

Does the client return during report period?

Report period end date
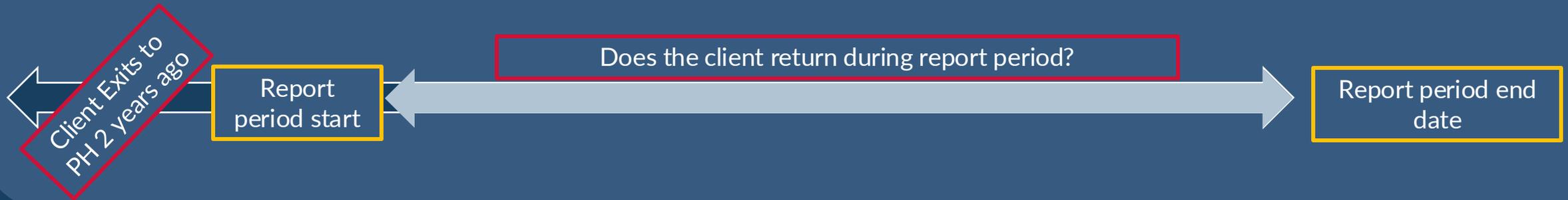
Measure 3: Number of Persons Experiencing Homelessness

Client Universe: Persons who were homeless (sheltered or unsheltered) during the PIT Count for the previous and current Fiscal Year and count of year to year sheltered homelessness as recorded in HMIS.

Point in Time: Measures the change in the number of people experiencing homelessness from the previous FY PIT Count and the current FY PIT Count.

Year Round: Sheltered data is calculated using the number of unduplicated clients enrolled in applicable project types in HMIS throughout the reporting period

Project Types: Emergency Shelter, Safe Haven, and Transitional Housing

PIT COUNT

Report period start date

Report period end date

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Measure 4: Employment and Income Growth for Homeless Persons in CoC Program–funded Projects

Client Universe: Adults who were enrolled during the reporting period.

Measures the change in earned income, non-employment cash income, and total income for "system" stayers" and "system leavers."

System Stayers: adult client active in any one or more of the relevant projects as of the report end date

System Leavers: any adult client who has exited from one or more of the relevant projects between the report start and end date and who is not active in any of the relevant projects as of the report end date.

Report period start date ⟷ Report period end date

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Measure 5: Number of Persons who Become Homeless for the First Time

Client Universe: Persons with entries into ES, SH, TH, or PH projects during the reporting period.

Measure reviews each client with an active enrollment during the report range to assess if they had experienced homelessness previously.

Measure looks back 2 years from the client's earliest enrollment in the report range, if no other enrollments in HMIS, client is considered **Homeless for the First Time**.

Was client homeless in HMIS in prior 2 years?

Report period start date

Report period end date

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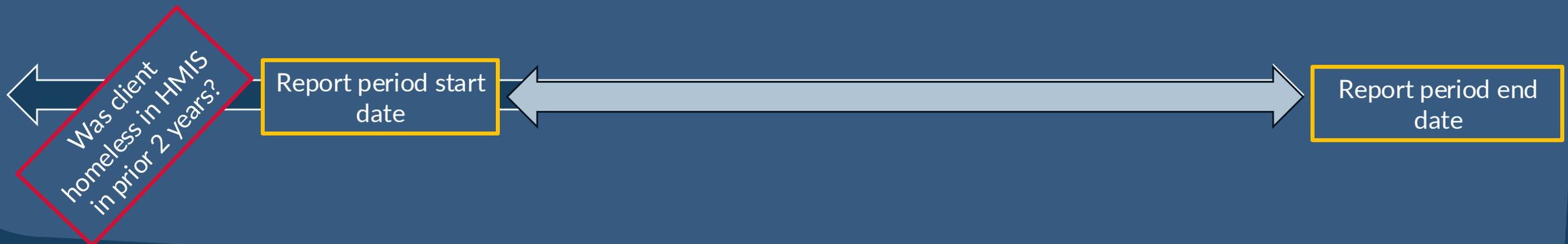
Measure 6: Homeless Prevention and Housing Placement of Persons Defined by Category 3 in CoC Program-funded Projects

Client Universe: Clients in projects serving Category 3 homelessness

MEASURE IS NOT APPLICABLE TO ANY COCS AS OF 2024.

These measures mirror other measures, but with a universe of Category 3 persons

6a.1 and 6b.1 mirror Measure 2; 6c.1 mirrors Measure 7b.1; 6c.2 mirrors Measure 7b.2

Report period -2 years

Report period start

Report period end date

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Measure 7: Successful Placement from Street Outreach and Successful Placement in or Retention of Permanent Housing

Client Universe: Clients in ES, SH, TH, PH, and SO projects who exited during the report period

Exits from Street Outreach: Success includes permanent and temporary sheltered destinations.

Exits to Permanent Destinations from ES-EE, ES-NbN, SH, TH, and PH-RRH during the report period

Exits to and Retention of Permanent Housing: Includes all PH types except RRH. How many clients remained in PH or exited to a permanent destination.

Report period start date ←——————————————→ Report period end date

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Viewing Past SPM Data
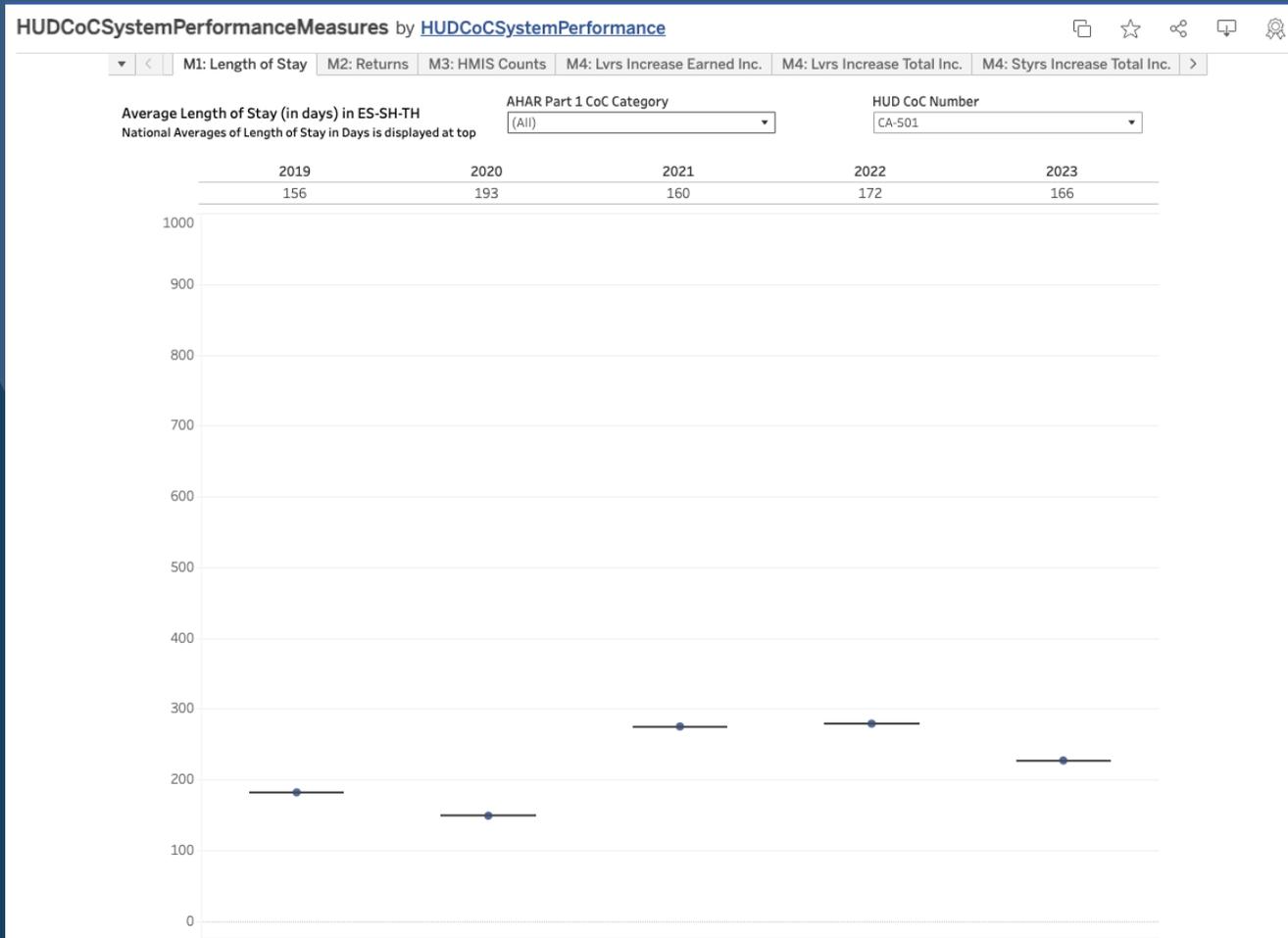
- Can view previous SF SPM submission at:
    - https://public.tableau.com/app/profile/system.performance.measures.hud.public.data/viz/HUDCoCSystemPerformanceMeasures/M1LengthofStay
- SF HUD CoC Number: CA-501
- Can view the last 5 years of Data

Don't forget about Office Hours!

···→ ONE System Office Hours occur **every 4th Tuesday of the month at 2pm**

···→ Available to everyone who is a user of the ONE System

···→ No problem too big, no question too small!

···→ Register at bitfocus.zoom.us/meeting/register/tZcrce-rqTouHNZejrOoeyxIgx7faH4_LdNK#/registration

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Announcements

Monthly Office Hours:
- March 25 @2pm
- April 22 @2pm

Next Agency Leads Meetings:
- April 28 @10:30am
- May 26 @10:30am

Registration Links: onesf.bitfocus.com
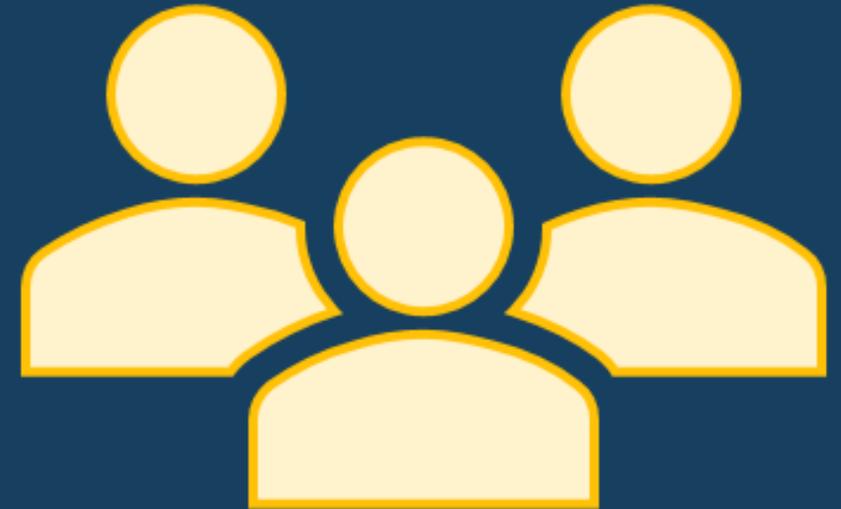
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Helpful Resources

ONESF Help Center Website
- onesf.bitfocus.com

Bitfocus Help Center
- help.bitfocus.com

Bitfocus Helpdesk
- onesf@bitfocus.com
- 415.429.4211

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Thank You From Your SF Team!

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