Monthly Agency Leads Meeting

San Francisco, November 2024

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Today's Agenda

Welcome

System Updates

ONE System User Survey - Update

Upcoming ONE System Feature Update

Common LSA Data Quality Errors

Wrap Up & Future Meeting Discussion

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Welcome!

What's your favorite Thanksgiving food?

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

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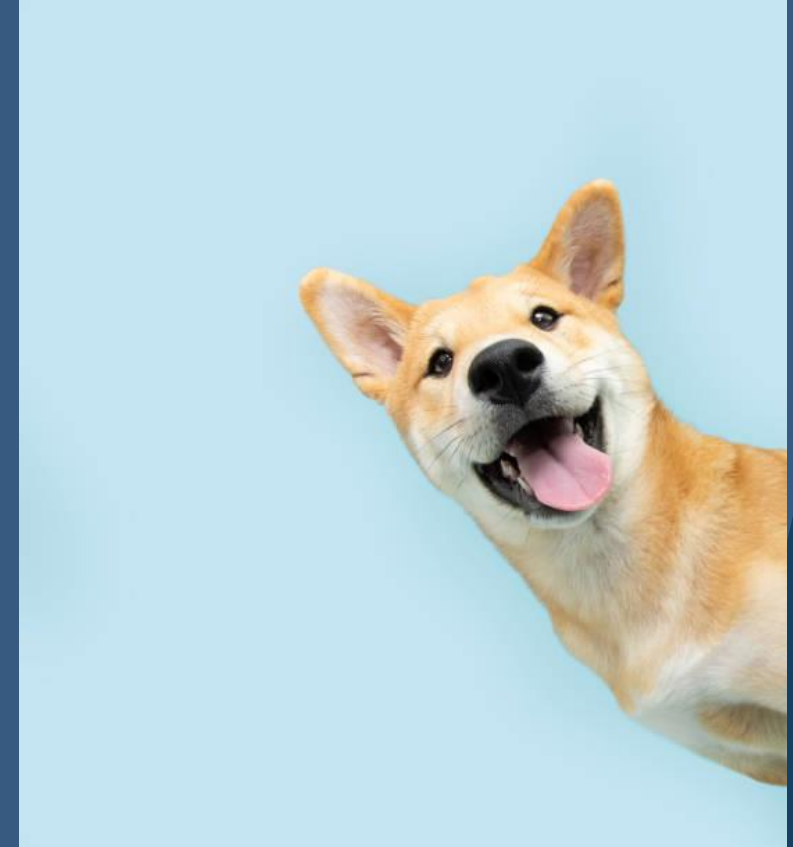
System Updates

⇢ Federal Report season is here:

   ⇢ LSA is currently underway!

      ⇢ Due on Jan 9, 2025

   ⇢ SPM: likely to launch in Feb 2025

   ⇢ HIC/PIT: launches in Spring 2025

⇢ Family Shelter Inventory launches on December 10

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2024 ONE System User Survey is closed!

Thank you to everyone who participated!

···→ Closed on 11/15 with **123 responses**

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Upcoming ONE System Feature Update

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New on December 3

- New section will appear on program exit screens where a unit/bed is associated with the enrollments (i.e. in PSH and shelter programs)

- Date will default to match the program exit date

- Users can verify that the date is correct, but generally won't need to update this section

# Common LSA Data Quality Errors

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Common Data Quality Errors in this LSA Cycle

---→ Overlapping enrollments or flags for "unusually long lengths of stay"

- ---→ Clients never exited from their program enrollment or exited with incorrect exit dates
- ---→ Clients enrolled with incorrect enrollment start dates
- ---→ Clients missing Housing Move-in Dates

---→ Missing Head of Households from enrollments

- ---→ Head of Household never designated
- ---→ Head of Household exited from program but family members remain; no new Head of Household is designated

---→ More households served on average than program capacity

- ---→ Family members enrolled under multiple individual enrollments when they should be enrolled under a single group enrollment

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Managing Households in ONE: Client Profile

⇢ You can add and remove household members on the client profile

⇢ Not included in federal reports, but is a necessary step when enrolling households of 2 or more people into a program

⇢ Be sure to indicate a Head of Household
⇢ Member Type should always reflect the relationship to the Head of Household
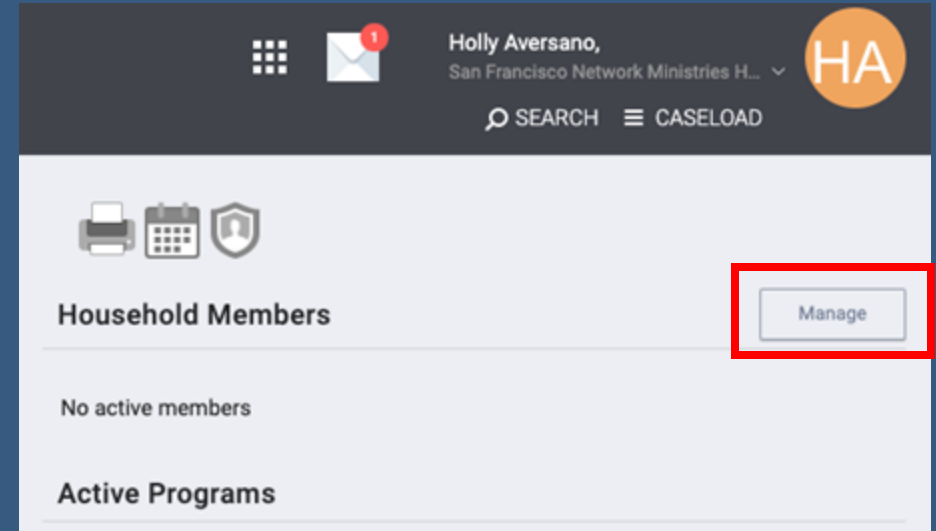
Managing Households in ONE: Client Enrollment

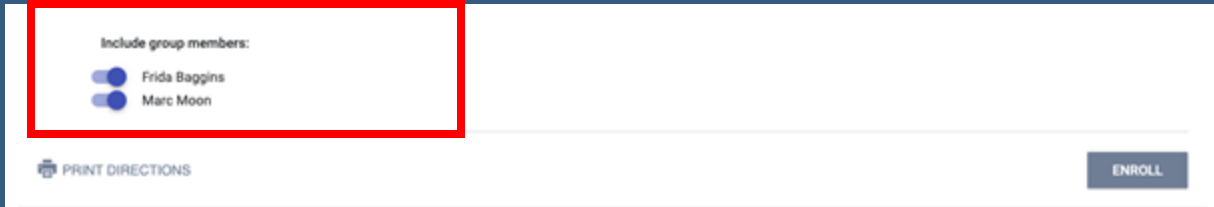⸱⸱→ You can add and remove household members while enrolling a client into a program:

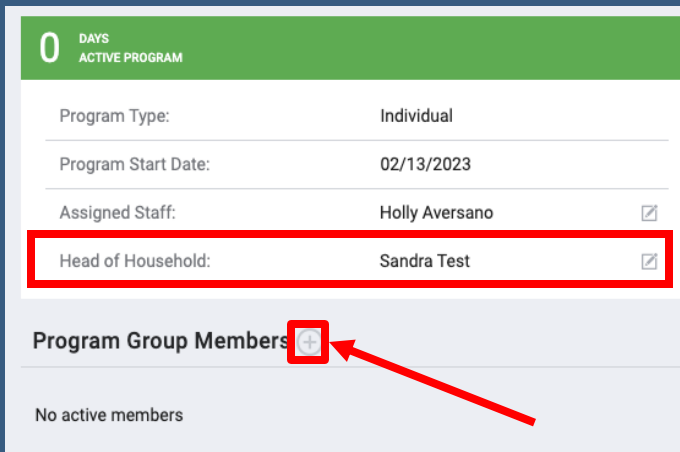⸱⸱→ Or within an active program enrollment:

*Household members must be added as members at the client profile first before appearing as available members to add to an enrollment

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Managing Households in ONE: Head of Household

⇢ Be sure that a Head of Household is designated for each program enrollment

    ⇢ If the household contains adults and children, an adult must be indicated as the HoH

    ⇢ All relationships to the HoH must be recorded (i.e. child, wife, etc)

Managing Households in ONE: Household Exits

⋯→ Be sure to include (toggle on) relevant Household Members when exiting household from program*

*If exiting the Head of Household only, be sure that a new HoH is designated, and that the remaining members have their relationship to the new HoH updated

SELECT CLIENTS TO EXIT FROM PROGRAM ⊗

Sam Wise — Not Set
Frida Baggins — Daughter

END PROGRAM

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13

Helpful Reports

⟶ [GNRL-106] Program Roster
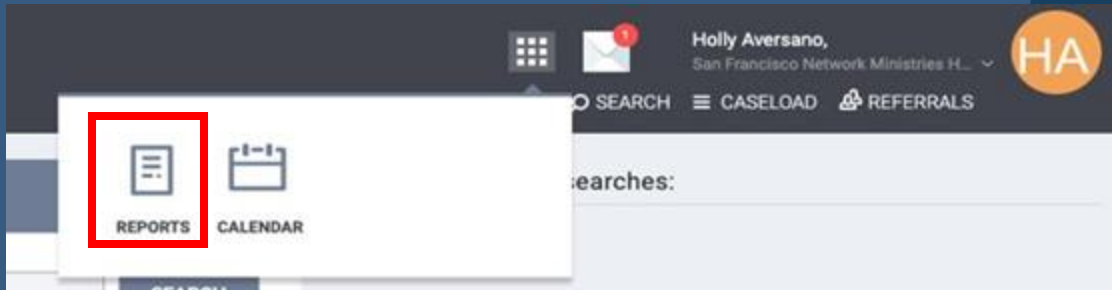
⟶ Useful in identifying household compositions for individual enrollments

⟶ Groups Households together

⟶ HoH Unique Identifiers are in bold text

⟶ Displays Enrollment Dates, Exit Dates, and Housing Move-in Dates (if applicable)

⟶ Need help fixing enrollment or household data? Reach out to the Bitfocus Help Desk: onesf@bitfocus.com

Don't forget about Office Hours!

Adobe Stock | #191226705

→ 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-rqTouHNZejrOoeyxlgx7faH4_LdNK#/registration

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Announcements

Monthly Office Hours:
- November 26 @2pm

Registration Links: onesf.bitfocus.com

**Agency Leads Meeting and Office Hours for December are cancelled.
See you next year!**

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A Year in Review

What content did you find the most interesting this year?

- Federal Reporting Overviews
- Deep dives into ONE:
  - Coordinated Entry in ONE
  - Household management in ONE
  - Reports in ONE
  - ROI Management
  - Merging duplicates in ONE
  - Auto-exit thresholds
- In-service presentations from community colleagues
- Helpful tips or info on new or existing functionality

What would you like to see more of in 2025?

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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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