



Monthly Agency Leads Meeting

San Francisco, November 2024

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

Welcome!

What's your favorite Thanksgiving food?

--->Please share your name, pronouns, and agency when responding.



System Updates

---> Federal Report season is here:

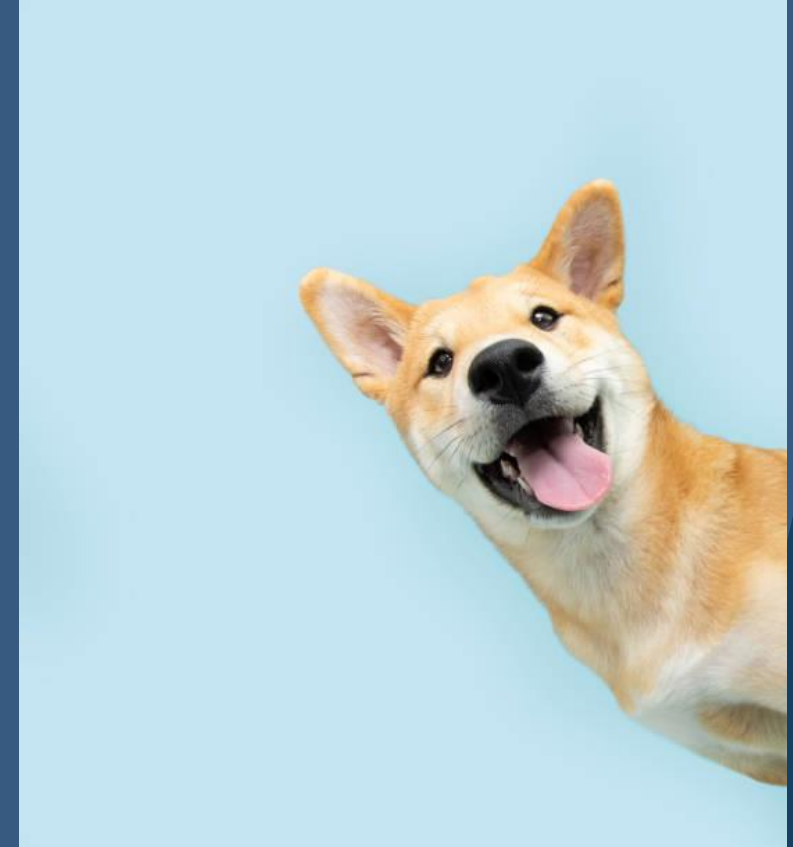
---> LSA is currently underway!

---> 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**



2024 ONE System User Survey is closed!

Thank you to everyone who participated!


---> Closed on 11/15 with 123 responses



Upcoming ONE System Feature Update

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

OPEN OCCUPANCY			
Unit/Bed	Start Date and Time	End Date and Time	Change End Date and Time
005 All Star Hotel, All Star Hotel	11/18/2024 12:00 AM		11/22/2024 10:15 AM 

Common LSA Data Quality Errors

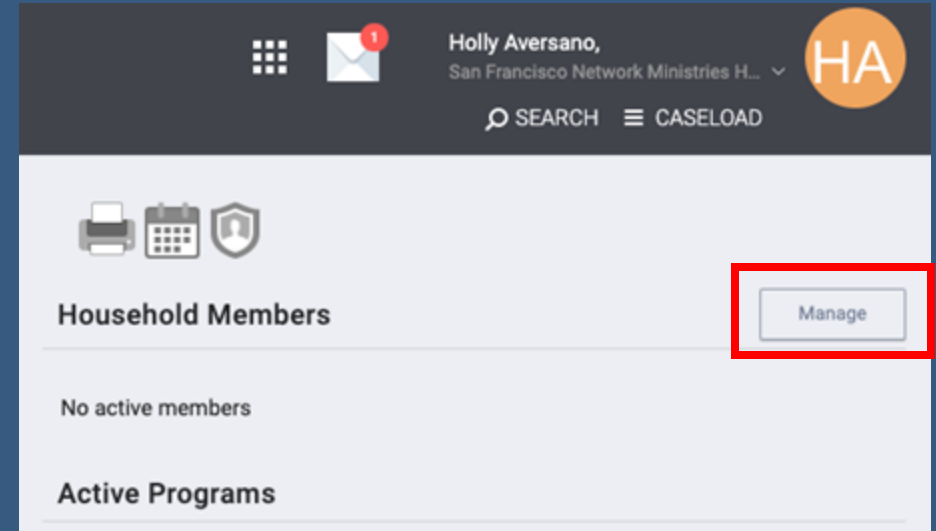
Common Data Quality Errors in this LSA Cycle

- > 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



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



HOUSEHOLD MANAGEMENT

Search for a Household Member

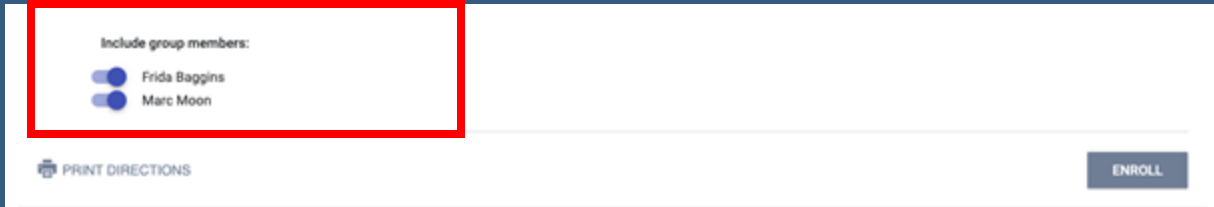
test SEARCH

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

Client	Date of Birth	Last Four SSN	Last Updated
Stacy TestSFNMHC	01/15/1972	6821	01/26/2023
+ Add testSFNMin Bitfocus	03/01/2000	0000	01/23/2023

Managing Households in ONE: Client Enrollment

---> You can add and remove household members while enrolling a client into a program:



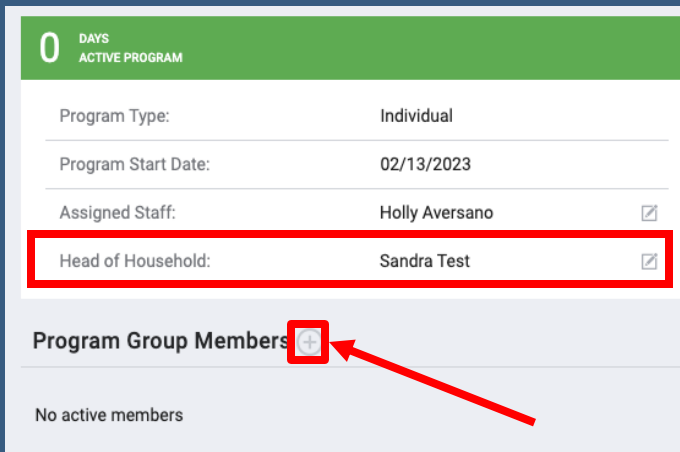
Include group members:

Frida Bagpins

Marc Moon

PRINT DIRECTIONS ENROLL

---> Or within an active program enrollment:



0 DAYS ACTIVE PROGRAM

Program Type: Individual

Program Start Date: 02/13/2023

Assigned Staff: Holly Aversano

Head of Household: Sandra Test

Program Group Members

No active members

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

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)

The screenshot displays a software interface for managing a program. At the top, a green header bar contains the number '9' and the text 'DAYS ACTIVE PROGRAM'. Below this, the program details are listed: 'Program Type: Group (2)', 'Program Start Date: 11/13/2024', and 'Assigned Staff: Holly Aversano'. A modal dialog box titled 'CHANGE HEAD OF HOUSEHOLD' is open, showing a list of household members with their designated roles. The members are Sam Wise (Self (head of household)) and Frida Baggins (Head of household's child). The dialog box includes 'SAVE CHANGES' and 'CANCEL' buttons. A red box highlights the dialog box and a small icon in the top right corner of the main interface.

Program Type:	Group (2)
Program Start Date:	11/13/2024
Assigned Staff:	Holly Aversano

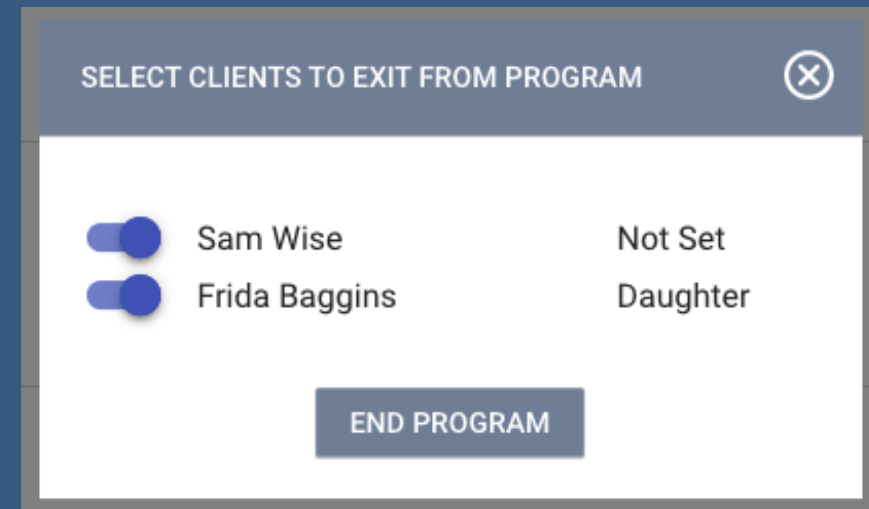
CHANGE HEAD OF HOUSEHOLD	
Sam Wise	Self (head of household) ▼
Frida Baggins	Head of household's child ▼

Buttons: SAVE CHANGES, CANCEL

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

<input checked="" type="checkbox"/>	Sam Wise	Not Set
<input checked="" type="checkbox"/>	Frida Baggins	Daughter

END PROGRAM

Helpful Reports

---> [\[GNRL-106\] Program Roster](#)

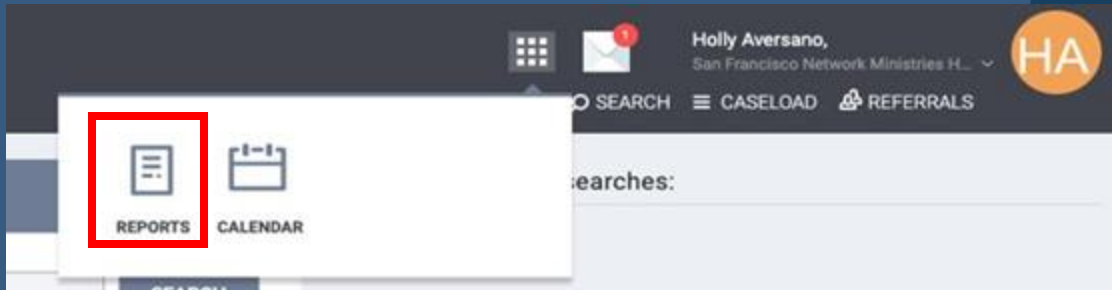
---> Useful in identifying household compositions for individual enrollments

---> 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



Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A
<i>Program: Example Housing Program</i>									
Potter, Glenn	82F20C4DB	05/05/1945	78	78	05/08/2023	-	291	05/08/2023	0
Fish, Goldie	D8A09E9B9	03/03/1993	30	30	01/22/2024	-	32	01/22/2024	0
Moon, Marc	BA44298E3	05/05/1995	28	28	08/07/2023	-	200	08/07/2023	0
Wise, Sam	A07FA1773	02/02/1992	31	32	01/22/2024	-	32	01/22/2024	1
Baggins, Frida	337A18C03	03/03/2023	0	0	01/22/2024	-	32	01/22/2024	0



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-rqTouHNZejrOoeyxlgx7faH4_LdNK#/registration](https://bitfocus.zoom.us/join/91226705)

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!**

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?



Helpful Resources



ONESF Help Center Website

- onesf.bitfocus.com

Bitfocus Help Center

- help.bitfocus.com

Bitfocus Helpdesk

- onesf@bitfocus.com
- 415.429.4211

Thank You From Your SF Team!



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