Compass 90-day UAV Program

ONE System Training

Bitfocus

AGENDA

Welcome!

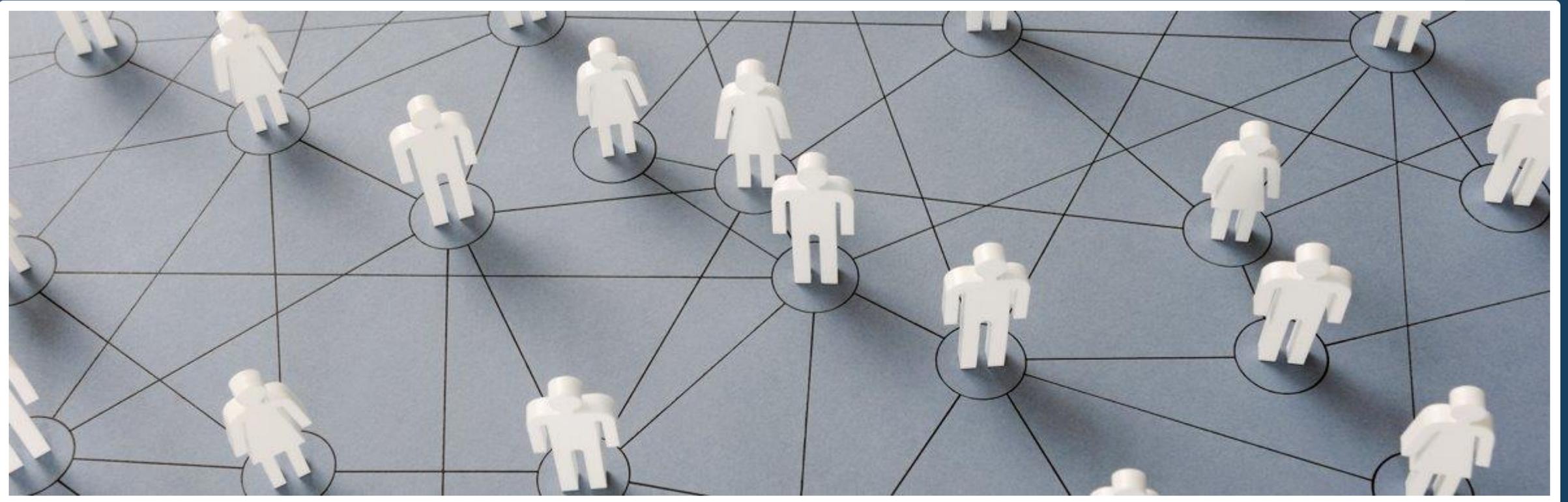Posting Program Openings

Processing Referrals

Program Enrollments

Program Exits

Helpful Reports

Wrap-up & Questions

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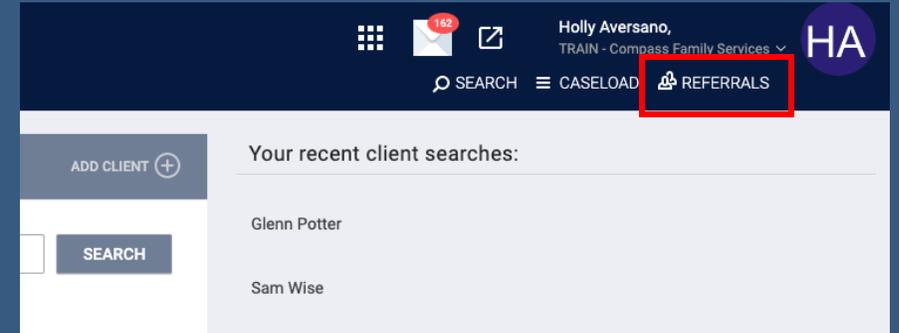
Posting Program Openings

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Posting Openings

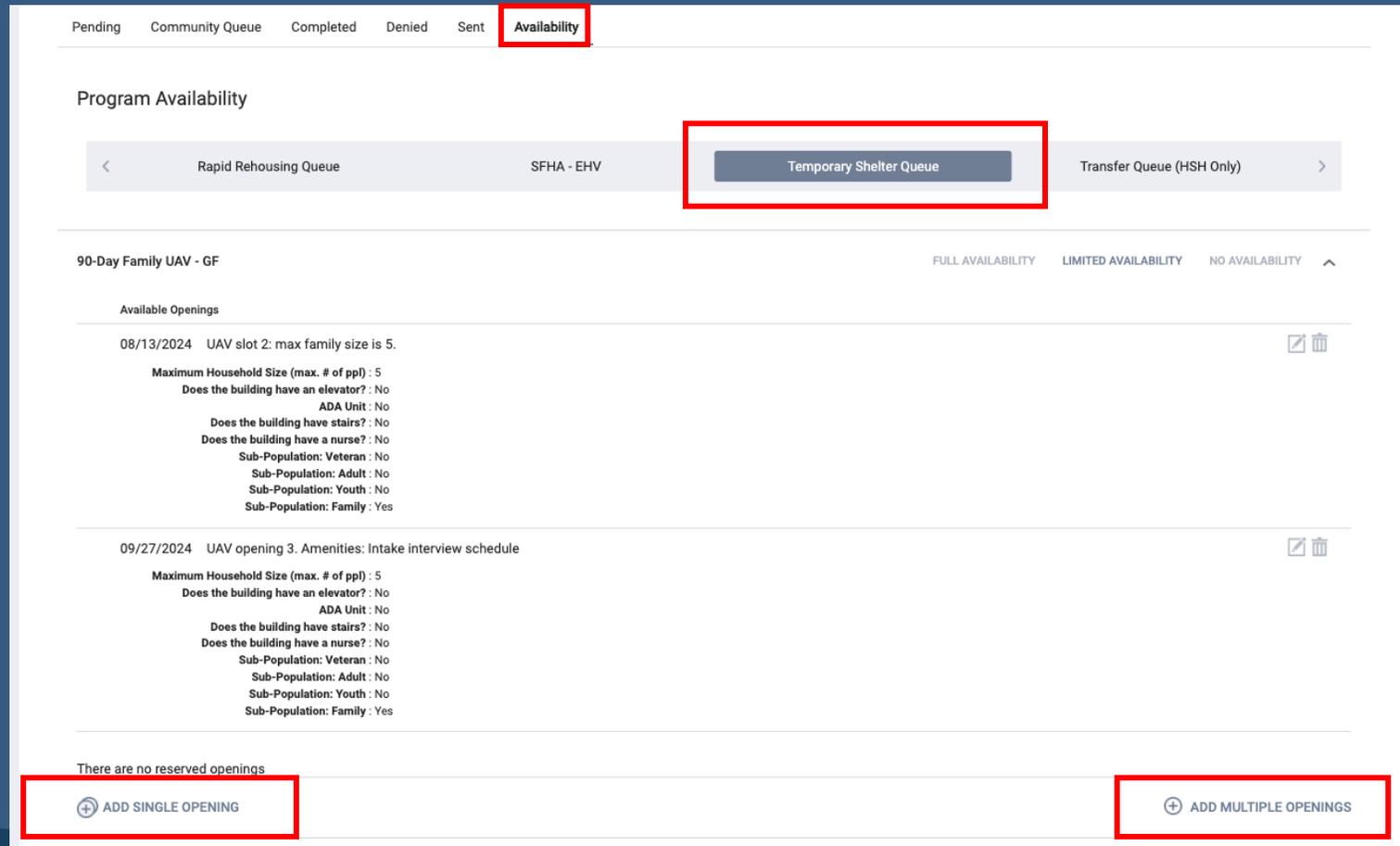⤑ Post an opening to begin receiving referrals for program slots

⤑ To post a program opening:

1. Go to Referrals tab in top right corner of Search page

2. Click on the Availability tab

3. Find and click on the Temporary Shelter Queue

4. Click on the 90-Day Family UAV - GF program

5. Click Add Single Opening OR Add Multiple Openings

Holly Aversano,
TRAIN - Compass Family Services ∨

HA

🔍 SEARCH   ☰ CASELOAD   👥 REFERRALS

ADD CLIENT ⊕

Your recent client searches:

Glenn Potter

SEARCH

Sam Wise

Pending   Community Queue   Completed   Denied   Sent   **Availability**

Program Availability

| ‹ | Rapid Rehousing Queue | SFHA - EHV | Temporary Shelter Queue | Transfer Queue (HSH Only) | › |

90-Day Family UAV - GF   FULL AVAILABILITY   LIMITED AVAILABILITY   NO AVAILABILITY   ⌃

Available Openings

08/13/2024   UAV slot 2: max family size is 5.

Maximum Household Size (max. # of ppl) : 5
Does the building have an elevator? : No
ADA Unit : No
Does the building have stairs? : No
Does the building have a nurse? : No
Sub-Population: Veteran : No
Sub-Population: Adult : No
Sub-Population: Youth : No
Sub-Population: Family : Yes

09/27/2024   UAV opening 3. Amenities: Intake interview schedule

Maximum Household Size (max. # of ppl) : 5
Does the building have an elevator? : No
ADA Unit : No
Does the building have stairs? : No
Does the building have a nurse? : No
Sub-Population: Veteran : No
Sub-Population: Adult : No
Sub-Population: Youth : No
Sub-Population: Family : Yes

There are no reserved openings

⊕ ADD SINGLE OPENING   ⊕ ADD MULTIPLE OPENINGS

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Posting Openings (cont)

After clicking to add a single opening or multiple openings, you will be prompted to fill out a form

⋯→ Be sure to fill out as completely and accurately as possible

   ⋯→ Helps to ensure accurate referrals

⋯→ Click Save Changes to officially post referral

Tip: Add Multiple Openings if you have multiple slots that are available with the same or similar attributes

ADD AN OPENING

| Date | |__/__/__| 📅 |
| Additional Notes | |

October 2024

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

Unit Number

Unit Size (# of bedrooms)

Minimum Household Size (min. # of ppl)

Maximum Household Size (max. # of ppl)

What floor is the unit on?

Does the building have an elevator?
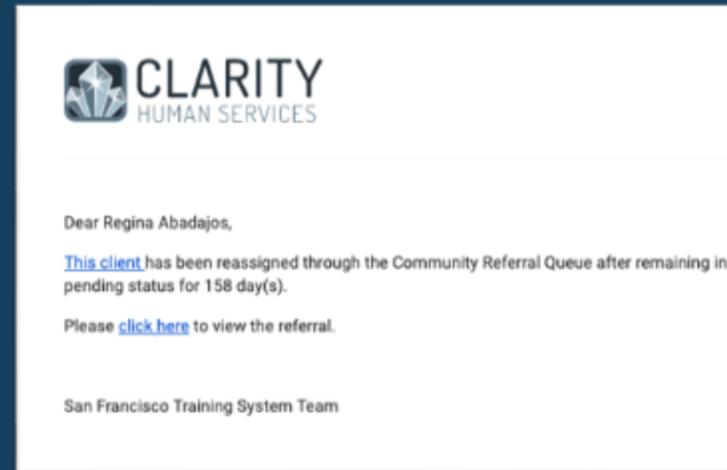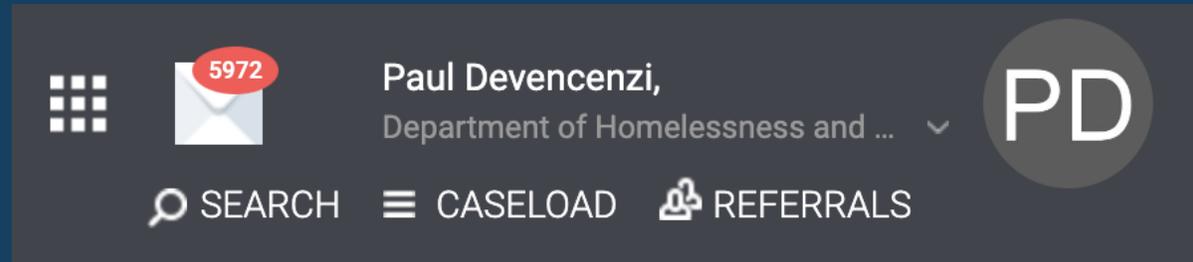
ADA Unit

Does the building have stairs?

Is the unit wheelchair accessible?

SAVE CHANGES   CANCEL

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Processing Referrals

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Processing Referrals: Referral Notifications

- You will receive a notification via email and Clarity Inbox when a referral has been sent to your program
- *If you would like to ensure that you receive referrals, please reach out to the Bitfocus Help Desk at onesf@bitfocus.com*

- Referrals are processed from 'Referrals' dashboard on the homepage

- Referrals will be editable through 'Pending' tab

Processing Referrals: Pending – In Process

- 'Pending – in Process' = when you want to acknowledge a referral but aren't ready to make an enrollment (i.e. you're in communication with referring agency to intake the client)
- To acknowledge the referral, change referral status from 'Pending' to 'Pending – in Process'

- Referral color will change to green when status is changed to 'Pending - in Process'

- *Referrals must be changed to 'Pending - in Process' within 90 days, or else they will auto-expire*

Processing Referrals: Denying a Referral

- When you need to deny a referral, change the status of the referral to **Denied**

- Four additional fields will populate that need to be answered

  - **Send to Community Queue:** Yes/No

  - **Denied By Type:** Provider/Client

  - **Denied Reason:** Reason for the denial

  - **Denial Information:** Provide additional details explaining the reason for the denial

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Program Enrollments

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Program Enrollments

- Enrolling a client into your program accepts the Community Queue Referral

- Be sure to:
  - Keep toggle on to link referral to program enrollment
  - Toggle to include family members as appropriate

Program Enrollments: Enrollment Form

When enrolling a client, please keep in mind…

- Client information may cascade forward from other program enrollments - it's important to always confirm that all details are still up-to-date and accurate, and to update if necessary

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How do I know if I enrolled my household correctly?

- Tip: Check the program enrollment under the 'Programs' tab
    - If the enrollment has a link symbol, you can be sure that the enrollment is linked to the referral

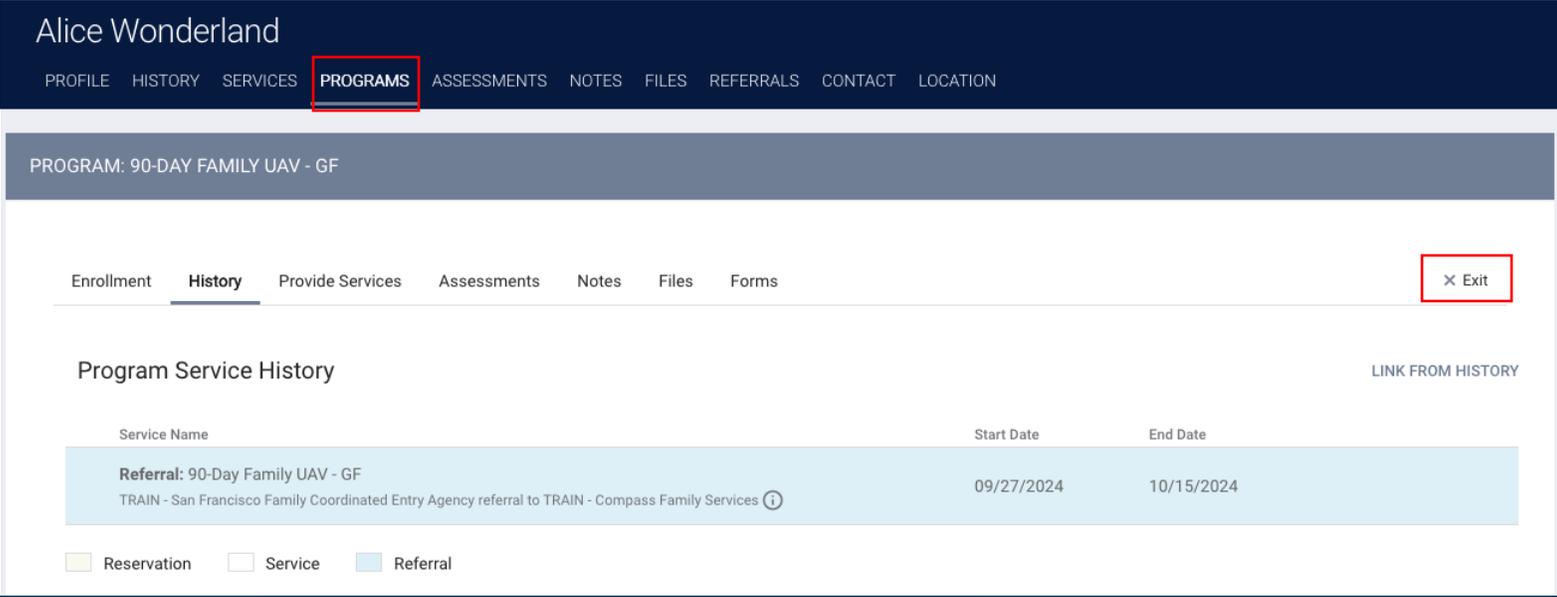| Program Name	Start Date	End Date	Type	
90-Day Family UAV - GF Emergency Shelter – Entry Exit TRAIN - Compass Family Services ⓘ	10/15/2024	**Active**	Group	🔗

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Program Exits

Program Exits

When client leaves your program, record the exit in ONE:

1. Click on 'Programs' tab

2. Click on the [icon] icon to open the program

3. Click on the 'Exit' button in the top right-hand corner

4. Toggle to include all appropriate family members in exit

5. Review cascaded information

6. Scroll down and click 'Save & Close' to save changes

Exit Form: Exit Reason and Exit Destination

End Program for client Alice Wonderland

Program Exit Date	10/15/2024 📅
Exit Reason	Select ⌄
Destination	Select ⌄

• Important data elements to help system understand what happens to clients upon exiting a program

• Complete as accurately as possible for each client exiting your programs

Helpful Reports

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Launch Pad: Report Library

Report Queue: Shows processing and completed reports.

19

Program Roster

[GNRL-106] Program Roster (Program Based Report)

- Gives information on clients who have stayed or are currently staying in your program

Program Roster Report | **Demo Agency**
Active within [12/01/2019 - 11/30/2020]

Housing Move-in: Undefined = Unknown HoH or Move-in is Null, ☐ = Non PH Project, **A:** Assessments, **S:** Services, **CN:** Case Notes

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff
Program: Arches Navigation Center												
Fever, Cedar	F32DE8A0A	11/30/1999	20	21	01/21/2020	-	0		0	0	0	S. Hoffman
										Number of Clients:		
										Number of Households:		
Program: Coordinated Entry Access Point												
Canyon, Bryce	AAFEF1344	09/12/1979	40	41	01/02/2020	-	334		0	0	0	S. Hoffman
										Number of Clients:		
										Number of Households:		
Program: Street Outreach Program												
Bend, Big	FBD52A648	10/07/1976	42	44	12/29/2018	-	703		0	0	0	S. Hoffman
Jonez, Maroon	F3670B32B	01/12/1965	55	55	02/06/2020	-	299		0	0	0	S. Jones*
										Number of Clients:		
										Number of Households:		
Program: Zion Housing												
Mouse, Malia	33347CB86	01/02/2018	1	2	02/01/2019	-	669	undefined	0	0	0	S. Jones*
Mouse, Minnie	471CA3370	01/25/1985	33	35	11/11/2018	-	751	11/11/2018	0	1	0	S. Jones*
Tree, Pine	61F0D4B00	06/04/2011	9	9	06/25/2020	-	159	undefined	0	0	0	S. Hoffman
Canyon, Bryce	AAFEF1344	09/12/1979	41	41	10/08/2020	10/08/2020	0	10/08/2020	1	1	0	G. Demo
Tree - do Not Use, Evergreen	76764A8E7	07/01/1988	32	32	10/26/2020	-	36	10/26/2020	0	0	0	S. Hoffman
										Number of Clients:		
										Number of Households:		
										Total Number of Clients:		
										Total Number of Households:		

denotes Inactive Assigned Staff

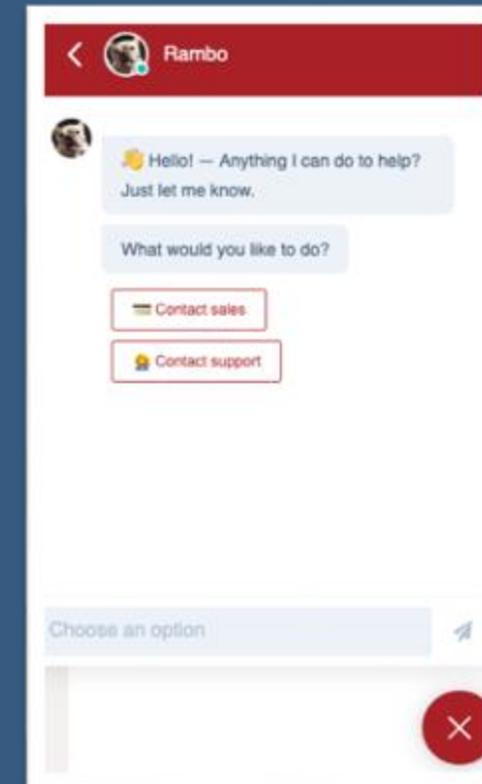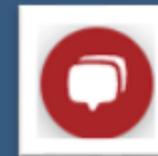| Program Name	Project Type
Arches Navigation Center	Emergency Shelter
Coordinated Entry Access Point	Coordinated Entry
Street Outreach Program	Street Outreach
Zion Housing	PH - Permanent Supportive Housing (disability required)

Resources

Help Desk Widget (In ONE System and on ONESF Help Center Website)

Bitfocus Help Desk
- onesf@bitfocus.com
- 415.429.4211

ONESF Help Center Website:
- onesf.bitfocus.com

Questions?

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