Individualized Housing Support Plan Assessment Training

March 2025

Bitfocus

Today's Agenda

- HSH IHSP Overview
- Creating an Individualized Housing Support Plan
- Viewing and Editing an Existing Individualized Housing Support Plan
- Individualized Housing Support Plan Section Details
- Resources

Bitfocus

VISION

In conversation with providers and program managers, develop a shared, centralized support planning template that simplifies compliance, facilitates personalization, and supports provider specificity.

Principles of the IHSP Assessment

- **Service planning is a requirement in HSH contracts**.
- Providers have their own templates, however the **format is generally the same across providers** (terminology differs: care plans, housing support plans, etc.)
- **Centralizing the support plans in ONE will simplify access to the documents.** Because CalAIM requires Individualized Housing Support Plans, Health Plans will need routine access to them for funding purposes.
- **Centralizing the support plan in ONE will enable Quality Assurance and Improvement activities as well as simplifying contract monitoring**. HSH program managers notice variation in the completeness and quality of support plans.
- **Providers overwhelmingly prefer a template built into ONE**, rather than uploading forms into ONE.

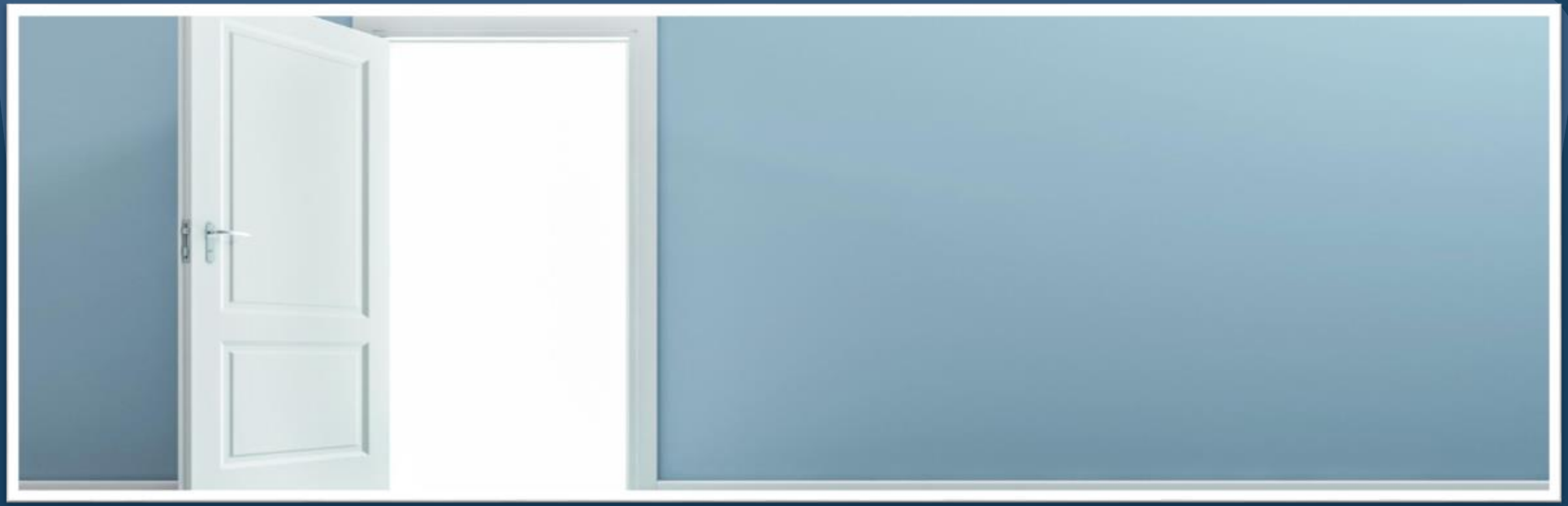
Implementation Planning

Programs to be Included

- Pilot with HSH contracted Scattered Site programs and ECS Housing Navigation
- Second wave: Emergency Shelters and Navigation Centers
- Third wave: Develop a plan with Street Outreach Manager for SFHOT implementation

Roll Out Plan

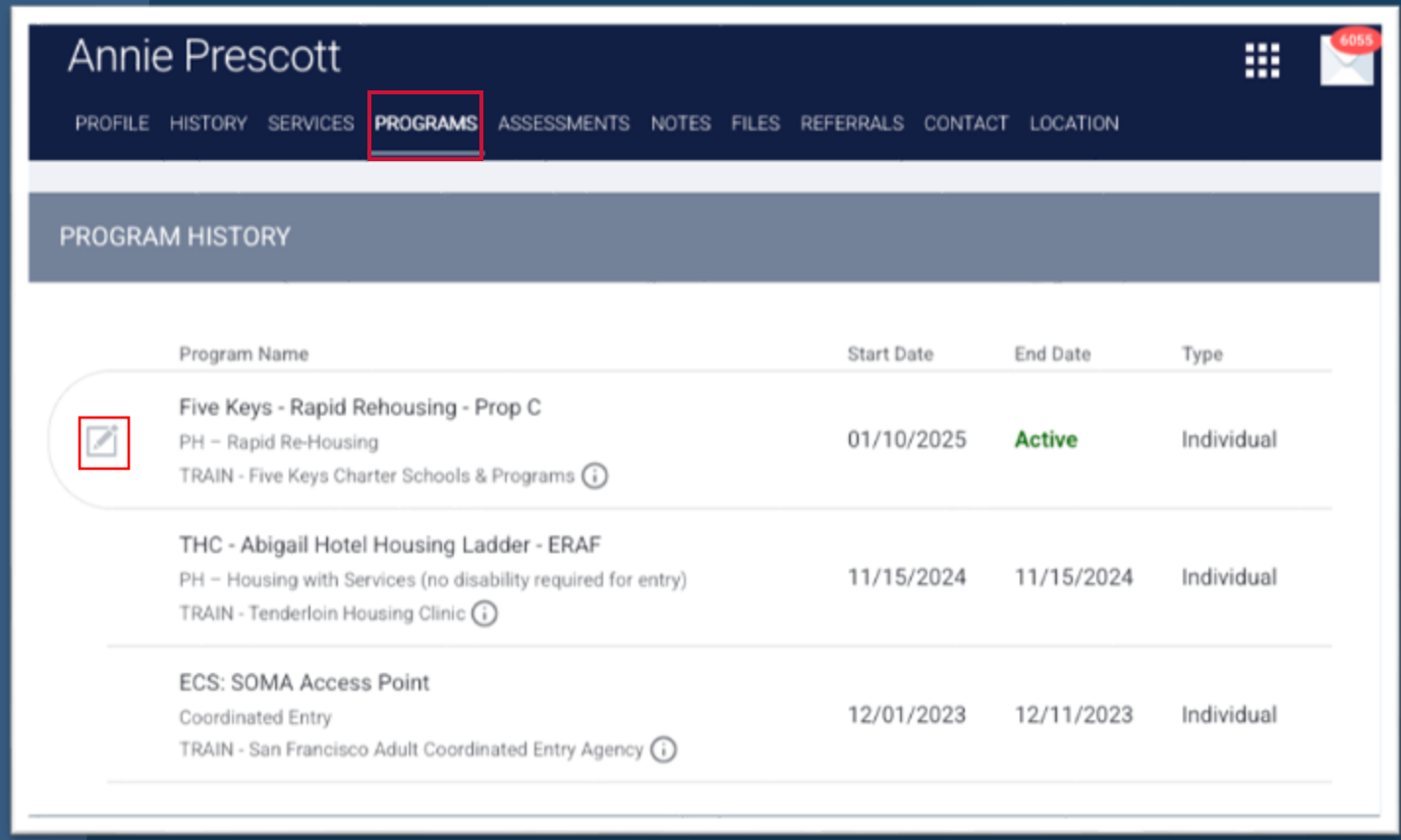
- March: train and launch with Scattered Sites and ECS Navigation
- April: monitor implementation and improve uptake with providers
- May: incorporate successes and lessons learned in the training and implementation plan
- June: train and launch with Shelters



Creating an Individualized Housing Support Plan

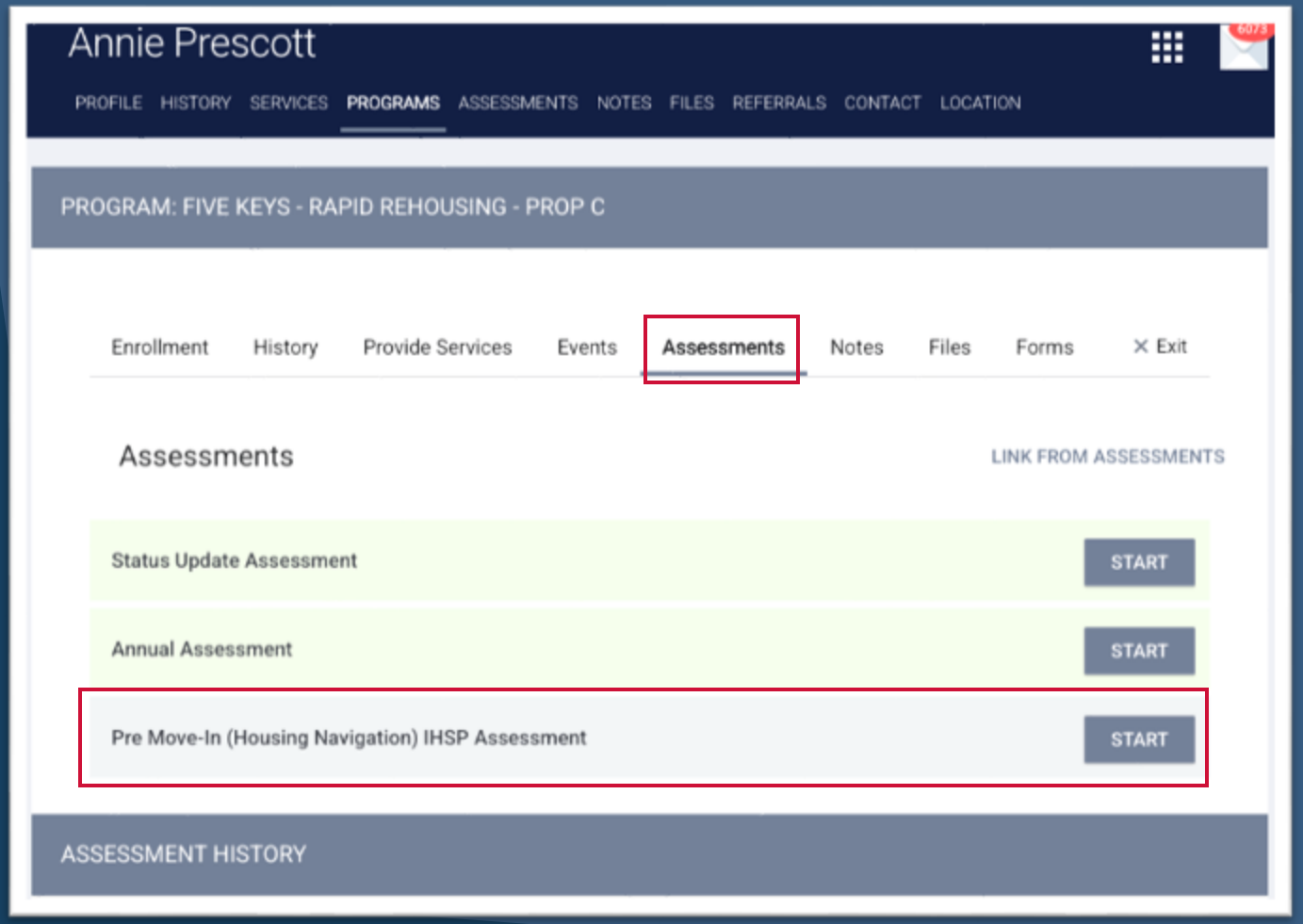
Creating an Individualized Housing Support Plan (IHSP)

- Click on the Programs tab from the client profile.
- Select the program under which you will add an IHSP assessment
- Click on the pencil and paper icon next to the program name to enter the program enrollment



Bitfocus

Creating an Individualized Housing Support Plan (ISHP)

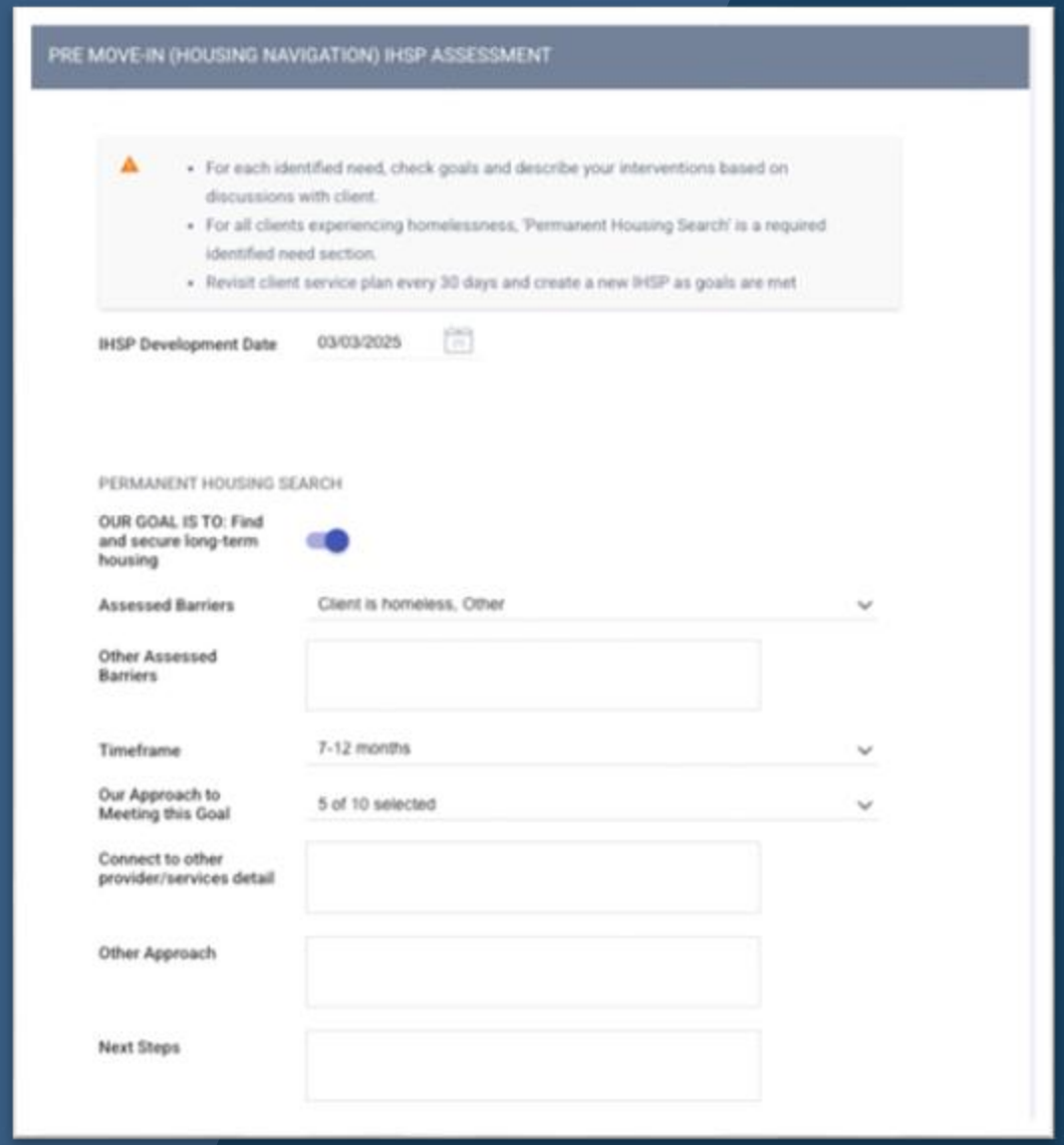


- Navigate to the Assessment tab within the program enrollment to locate the IHSP
- *The IHSP is only available within program enrollments, it is not available as a client level assessment*
  - The program's agency must also match your active agency for the IHSP to be visible.
- Locate the "Pre Move-In (Housing Navigation) IHSP Assessment" and click Start to begin

Bitfocus

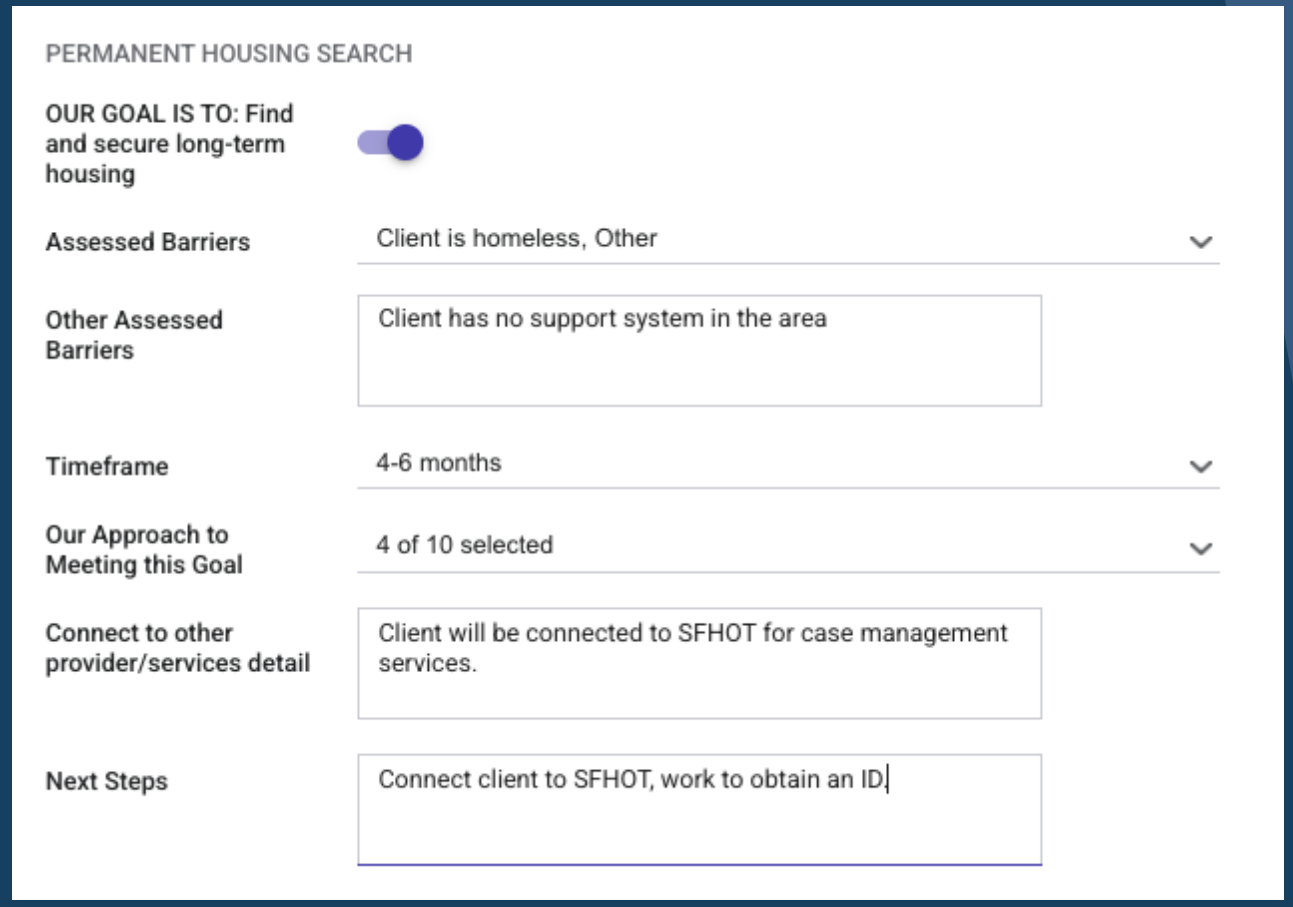
Creating an Individualized Housing Support Plan (IHSP)

- Please read the instructions at the top of the assessment before completing it
- Assessment broken out into 9 sections:
  - Permanent Housing Search *(Required)*
  - Temporary Shelter
  - Move-in Costs and Rental Subsidy
  - Income and Benefits
  - Transportation
  - Documents and Identifications
  - Health Services
  - Self-Care Support
  - Other Identified Needs



Bitfocus

Filling out an IHSP Section Detail

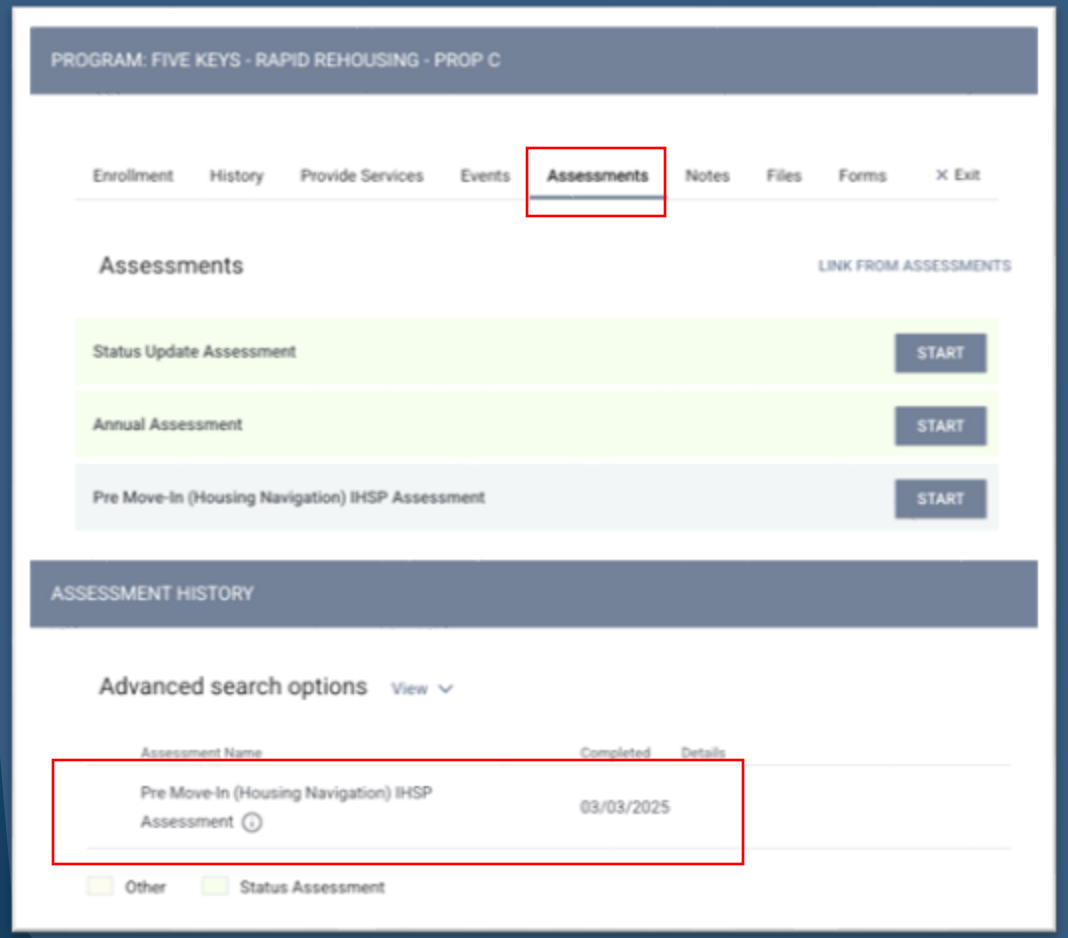


- Toggle on a Goal to show the fields within each section.
- You can select multiple responses for the “Assessed Barriers” and “Our Approach to Meeting this Goal” fields
- Selecting “Other” within a field will create a text box for you to add any additional responses that do not already appear.
- Selecting “Connect to Other Provider/Services” will also create a text box to add additional details
- Click “Save” at the bottom of the assessment to save your IHSP

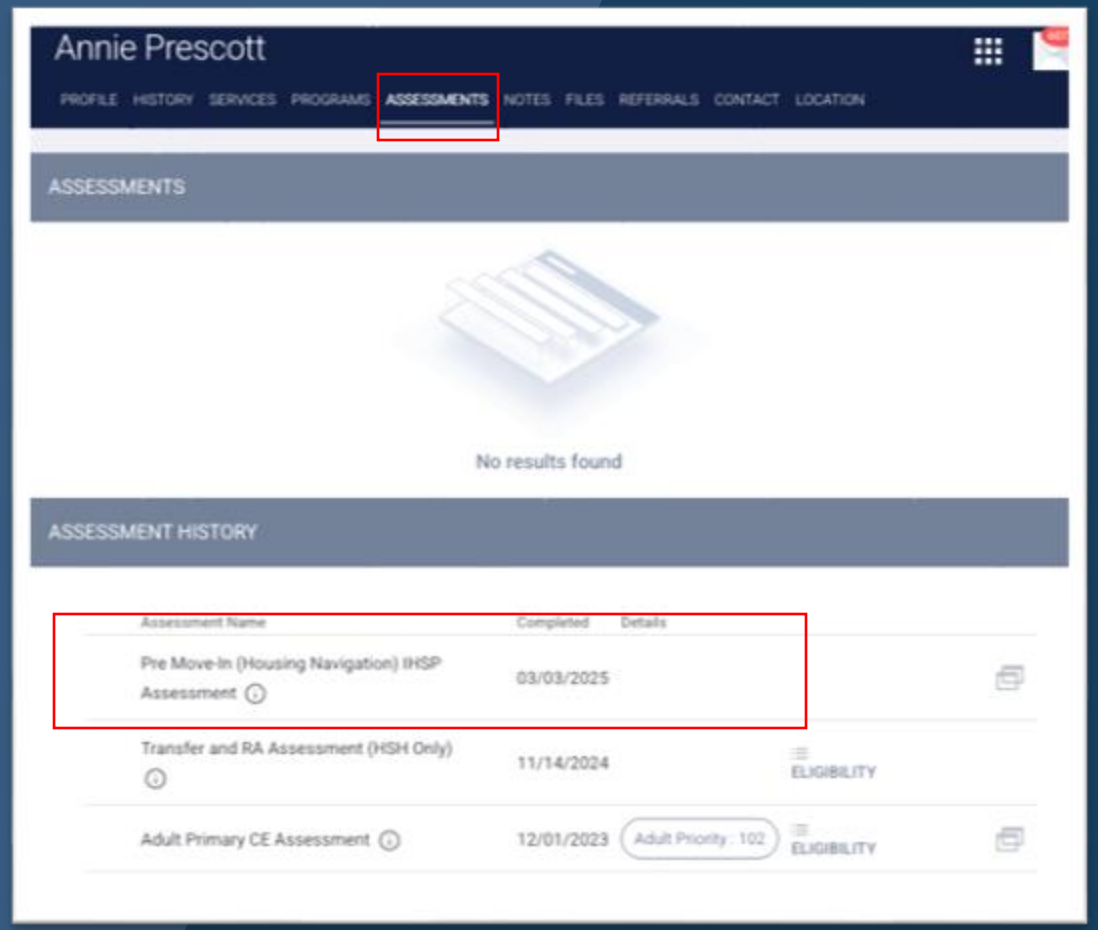
Bitfocus

Viewing and Editing an Existing Individualized Housing Support Plan

Viewing an Existing IHSP



Can only see Assessments completed within enrollment

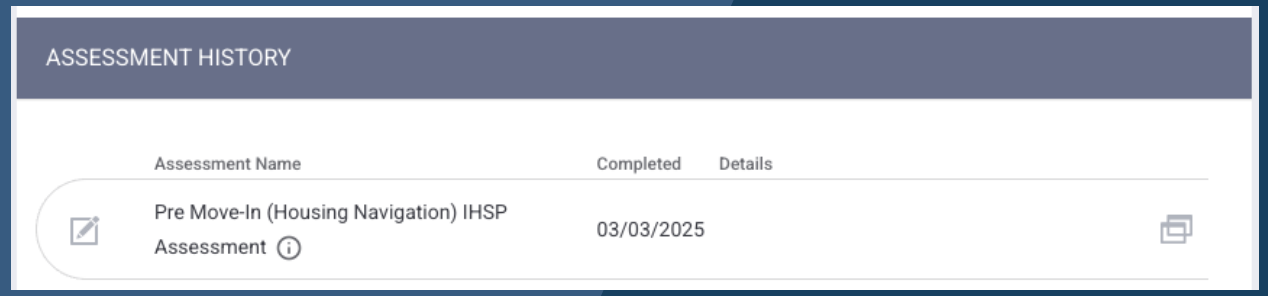


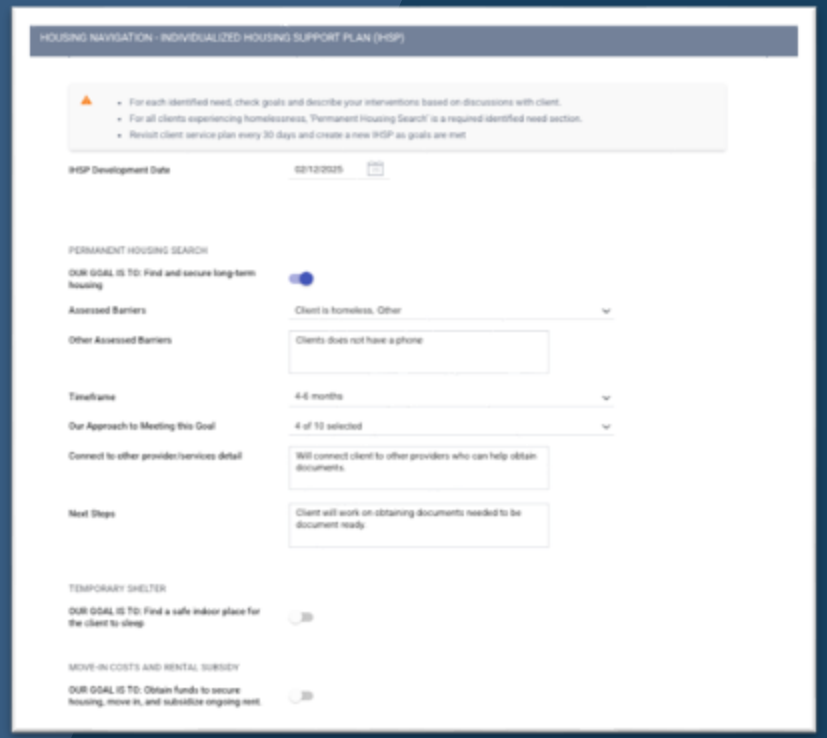
Can see Assessments completed under any enrollment

Bitfocus

Editing an Existing IHSP

- You can only edit IHSP Assessments that have been completed under your active agency and if your access role allows you to edit assessments.
  - An icon means you can edit
  - An icon means you can only view
- The following parts of the IHSP can be edited:
  - IHSP Development Date
  - All fields and toggles
- Click “Save” to save your edits
- Users are not able to delete assessments. Please reach out to Bitfocus if an assessment needs to be removed

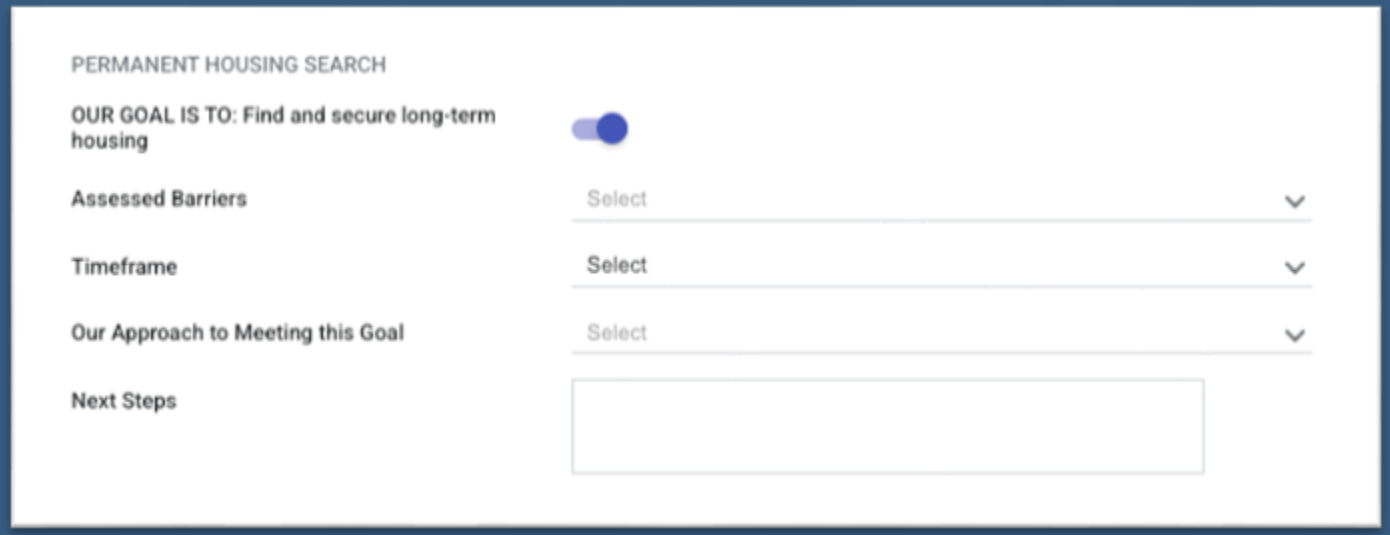




Bitfocus

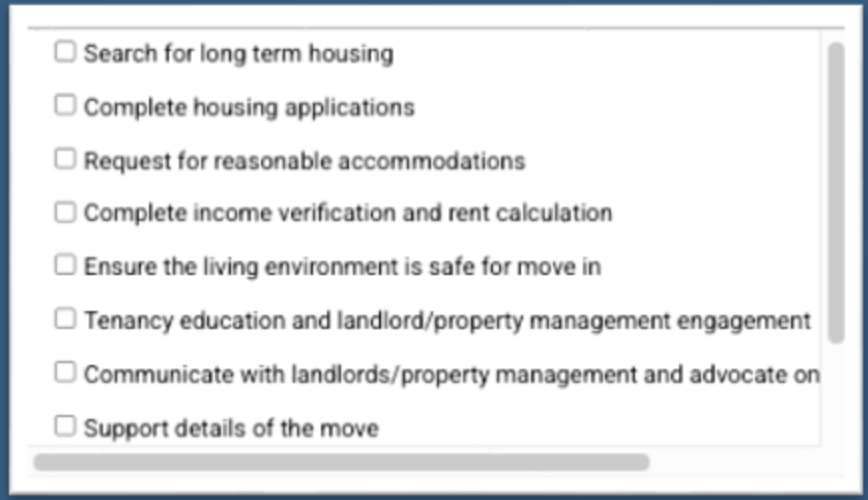
Individualized Housing Support Plan Section Details

IHSP Section Detail: Permanent Housing Search



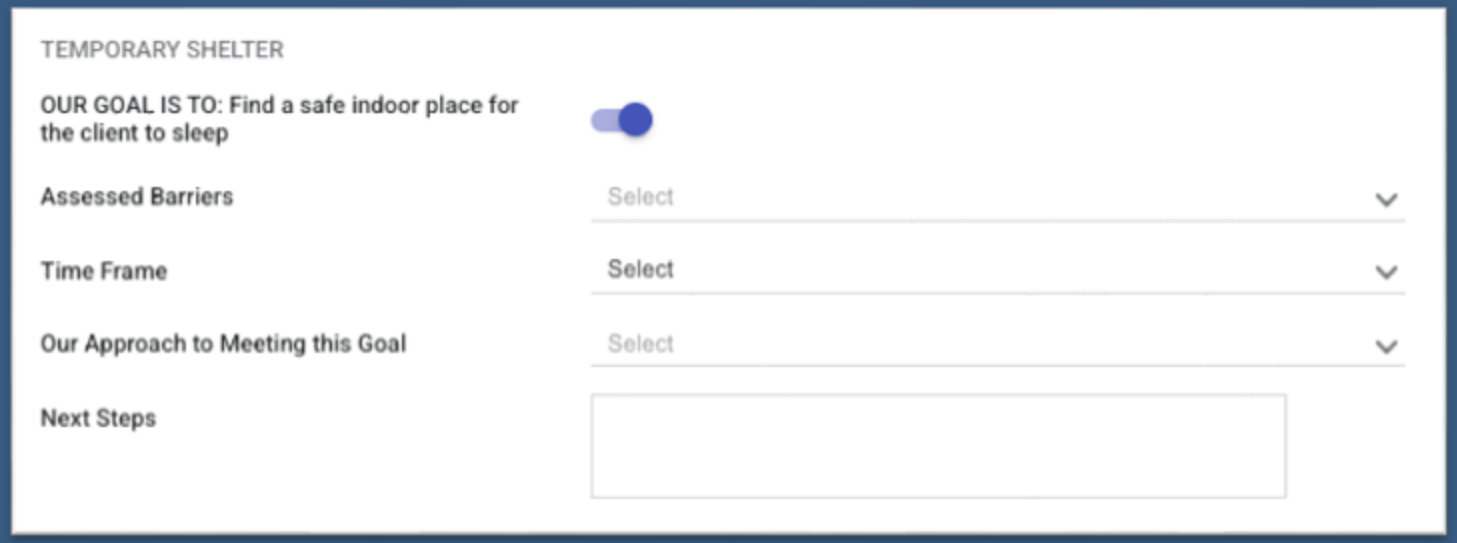
Assessed Barriers

Approach to Meeting this Goal



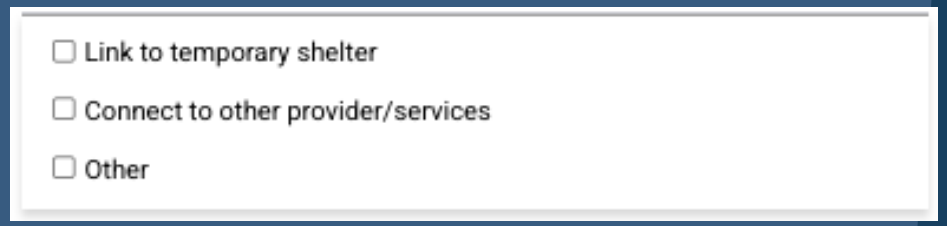
Bitfocus

IHSP Section Detail: Temporary Shelter



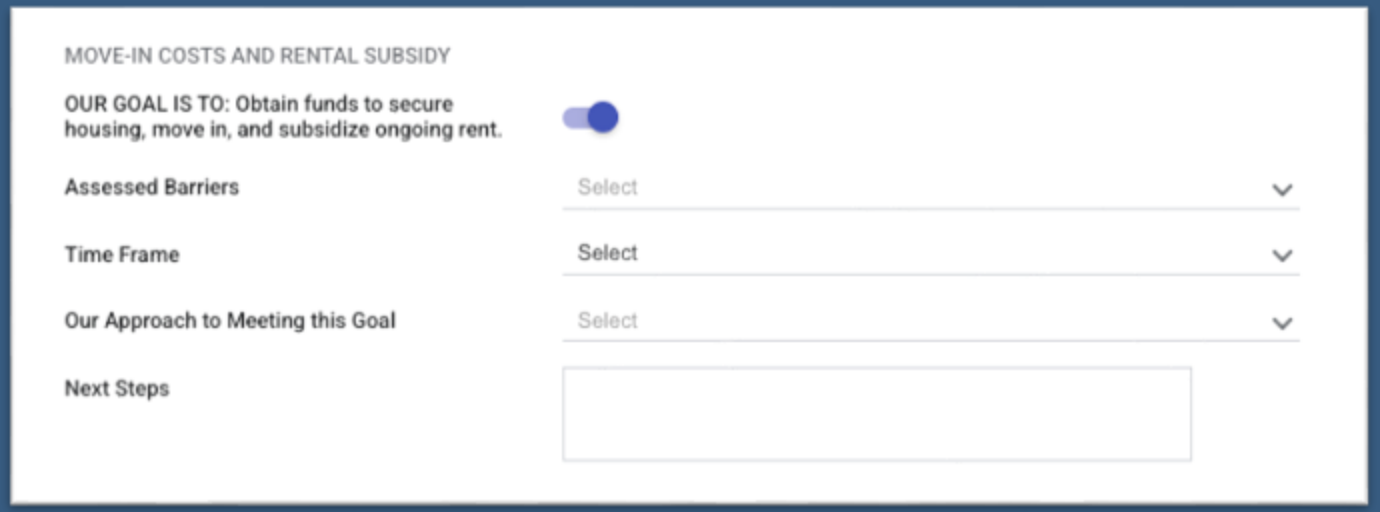
Assessed Barriers

Approach to Meeting this Goal

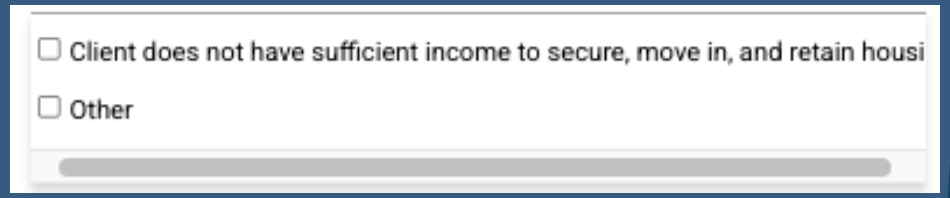


Bitfocus

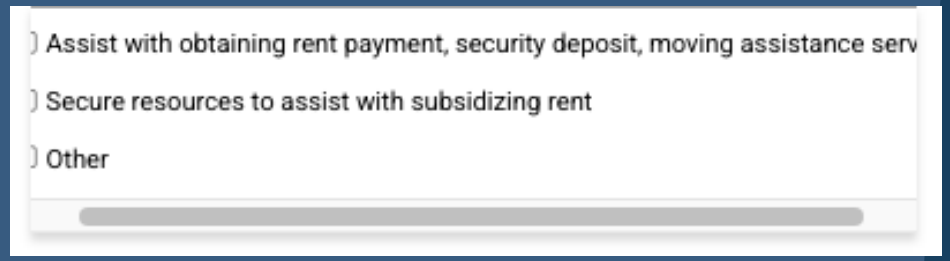
IHSP Section Detail: Move-In Costs and Rental Subsidy



Assessed Barriers

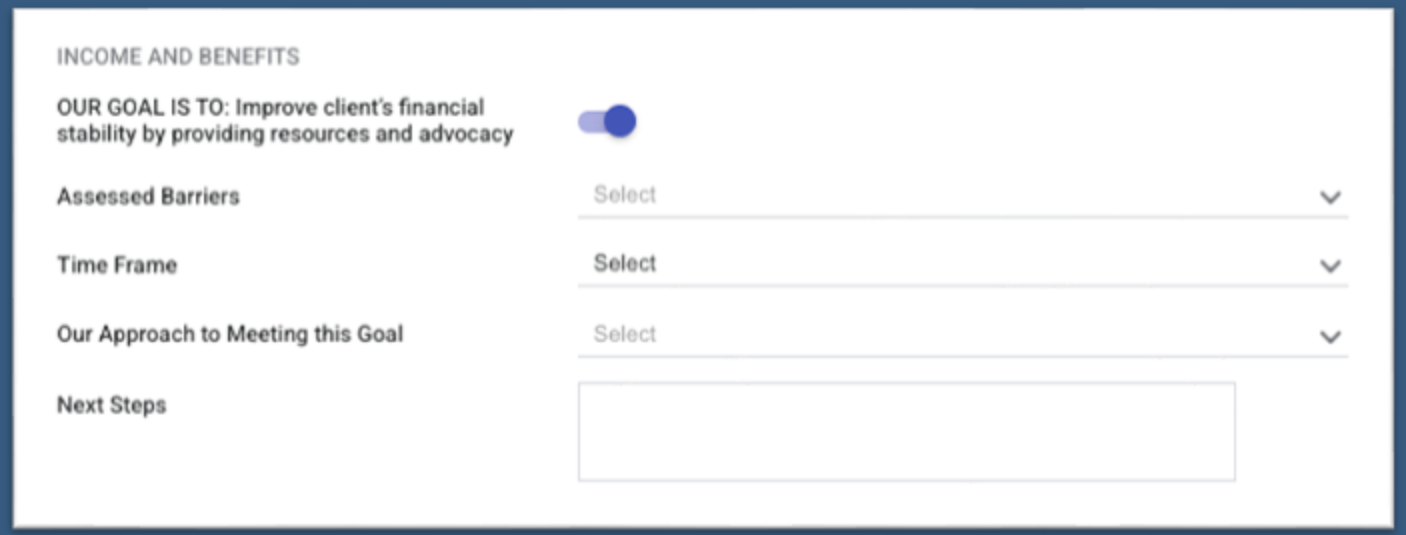


Approach to Meeting this Goal



Bitfocus

IHSP Section Detail: Income and Benefits



Assessed Barriers

- [ ] Client does not have sufficient income to meet their needs
- [ ] Other

Approach to Meeting this Goal

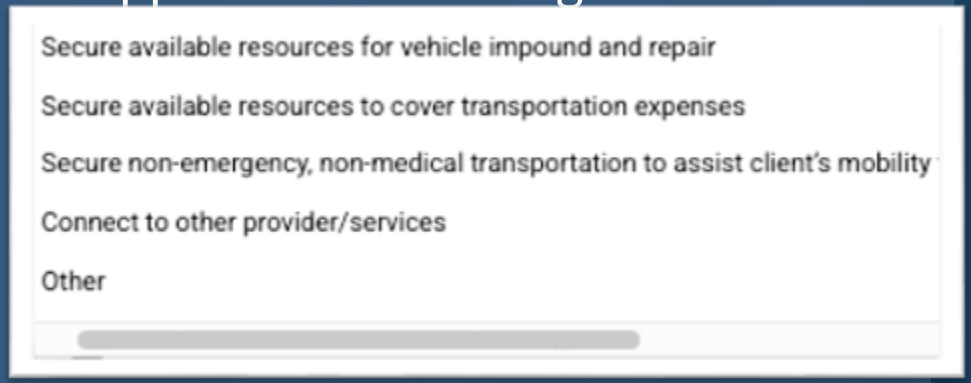
- [ ] Assist in obtaining employment
- [ ] Assist in obtaining benefits
- [ ] Connect to other provider/services
- [ ] Other

Bitfocus

IHSP Section Detail: Transportation

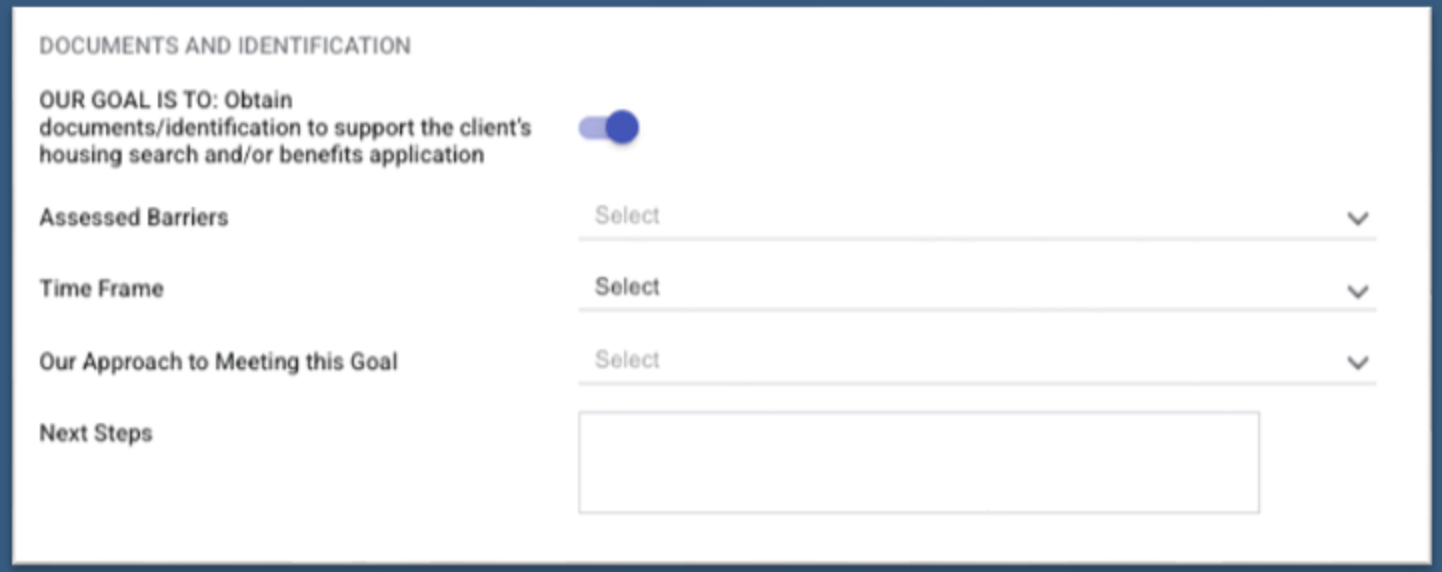
Assessed Barriers

Approach to Meeting this Goal



Bitfocus

IHSP Section Detail: Documents and Identification



Assessed Barriers

- [ ] Client does not have necessary documents
- [ ] Other

Approach to Meeting this Goal

- [ ] Assist in obtaining identification
- [ ] Assist in obtaining other required documents
- [ ] Connect to other provider/services
- [ ] Other

Bitfocus

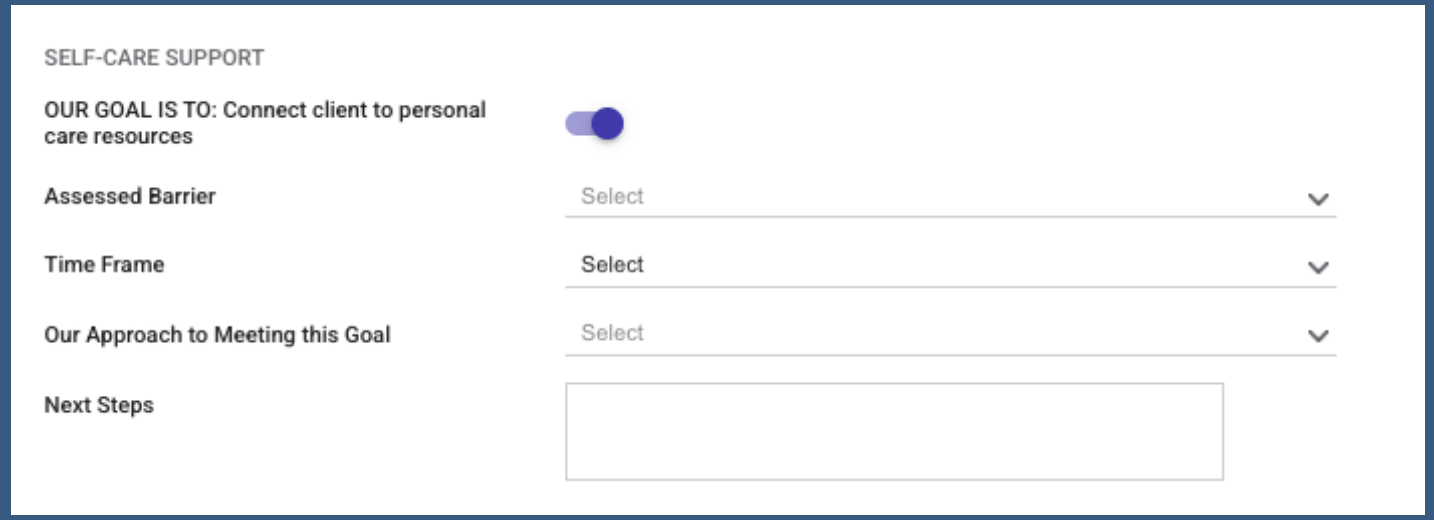
IHSP Section Detail: Health Services

Assessed Barriers

Approach to Meeting this Goal

Bitfocus

IHSP Section Detail: Self-Care Support



Assessed Barriers

- [ ] Client needs support with self-care
- [ ] Other

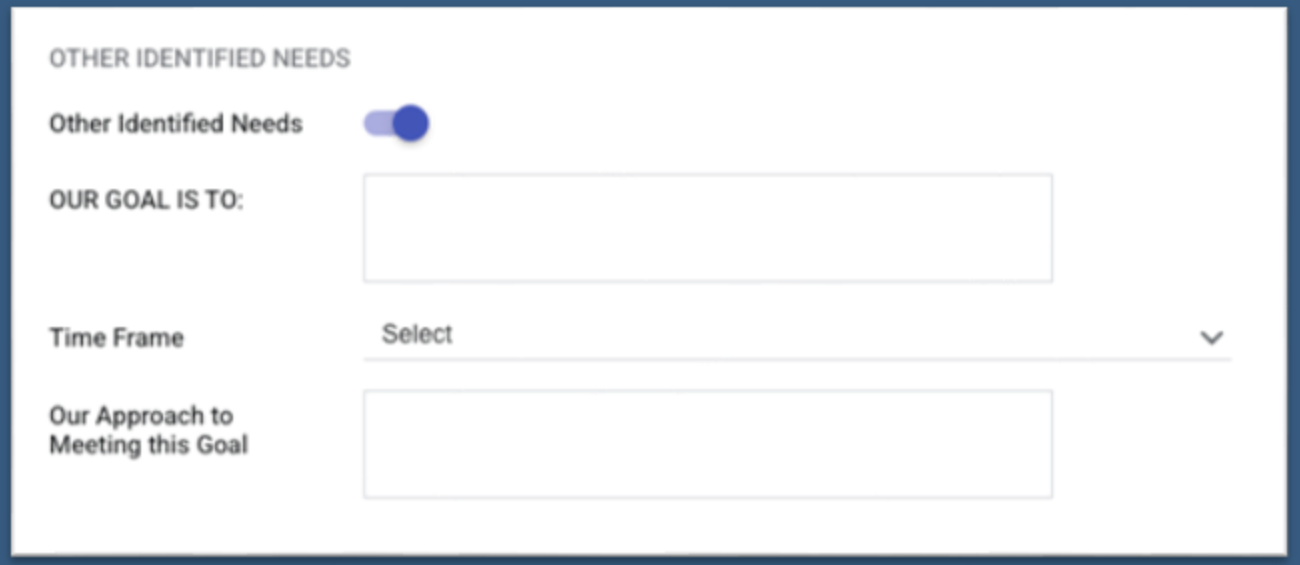
Approach to Meeting this Goal

- [ ] Assist with Independent Living Services
- [ ] Connect to other provider/services
- [ ] Other

Bitfocus

IHSP Section Detail: Other Identified Needs

- The Other Identified Needs section can be used to enter goals that are not already included in the IHSP



Bitfocus

Resources

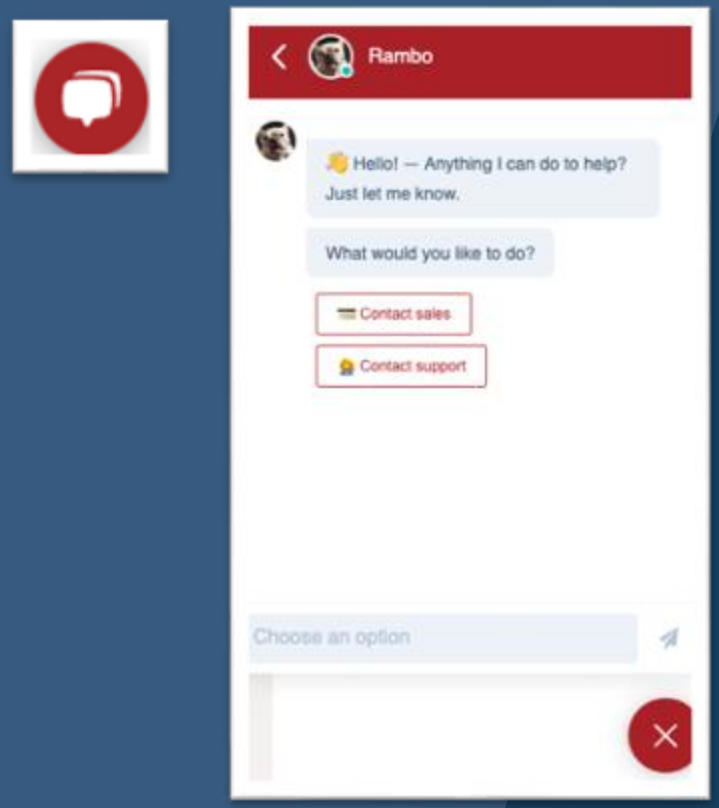
Bitfocus Help Desk

- onesf@bitfocus.com
- 415.429.4211

ONESF Help Center Website:

onesf.bitfocus.com

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



Bitfocus

When should I go to the Help Desk?

Example scenarios:

- I accidentally added an extra IHSP and I need it to be deleted!
- I am not able to edit an IHSP I created! Help!
- Oopsie! I wrote an IHSP for the wrong client!

And much more! Feel free to reach out to the Help Desk with any situation that is difficult to resolve on your own!

Bitfocus

Questions?

Bitfocus