180 Jones & City Gardens PSH Case Management Services

January 2025

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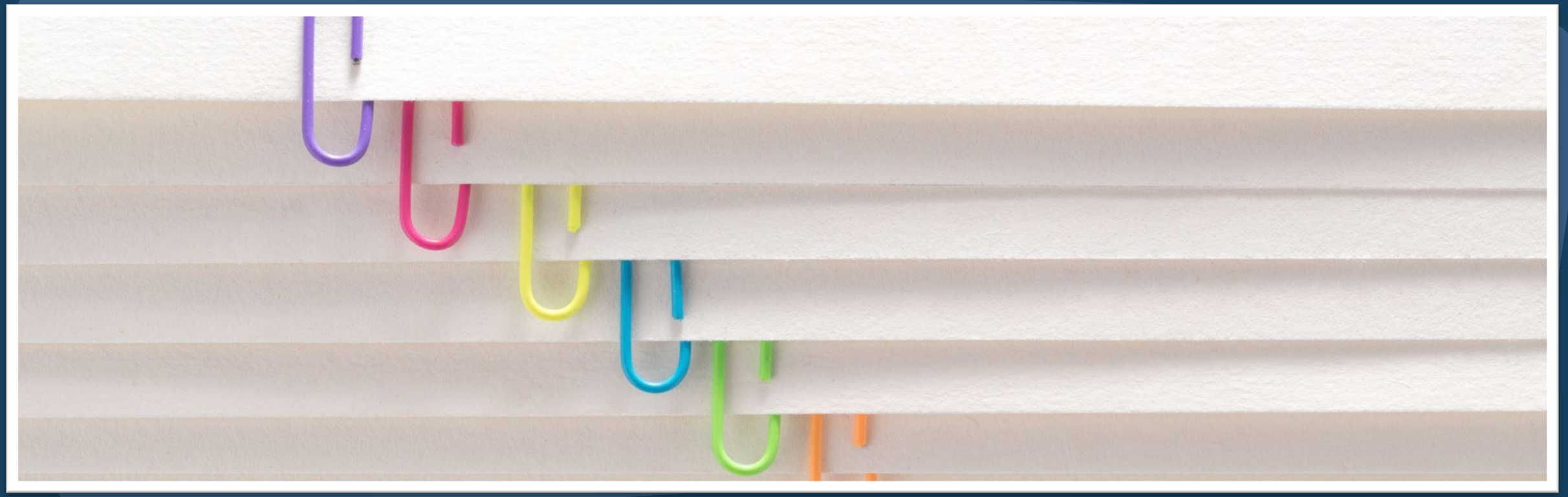
Today's Agenda

- Welcome, Background & Expectations (Ali)
- Overview of Workflow in ONE (Paul)
- ONE Demonstration (Paul)
- Questions (Ali)



Adding and Editing Services

New Program Services Overview

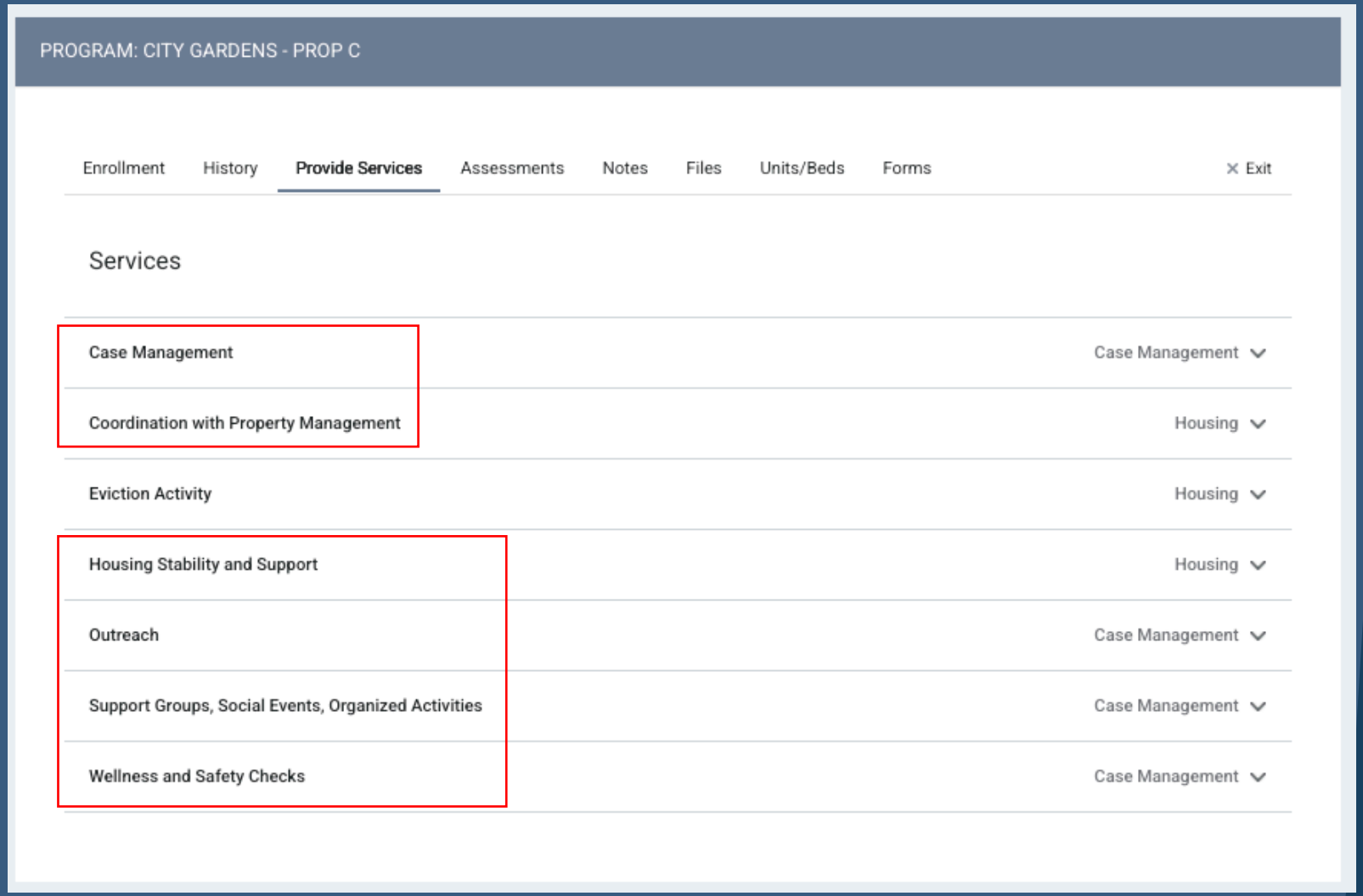
6 new services added to the City Gardens and 180 Jones Programs

Services document activities such as:

- Case management
- Client engagement

Services have the ability to:

- Show a timeline of client activity in the program
- Report on Appendix A goals
- Bill for CalAIM services



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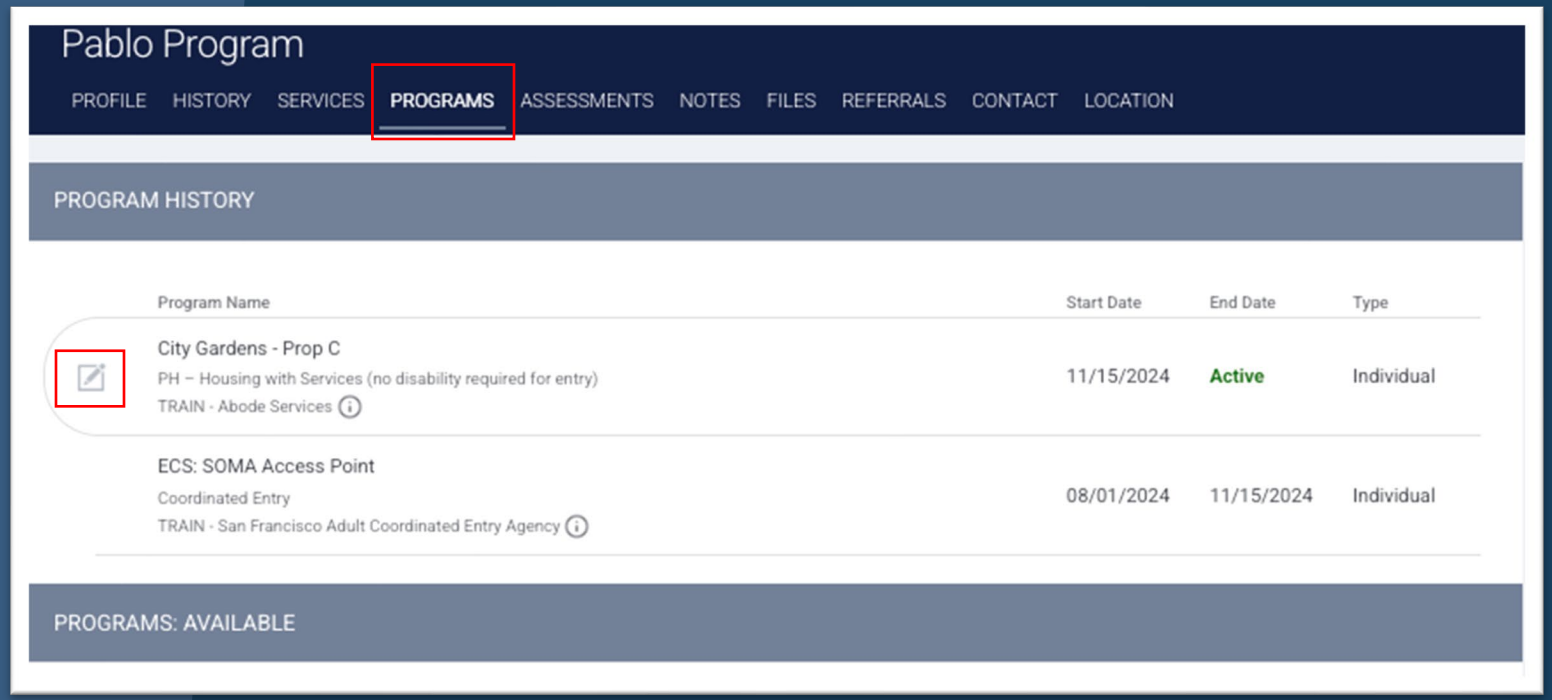
Accessing Program Enrollments

- Click on the Programs tab from the client profile.
- Click the pencil and paper icon next to active housing program from the Program History section



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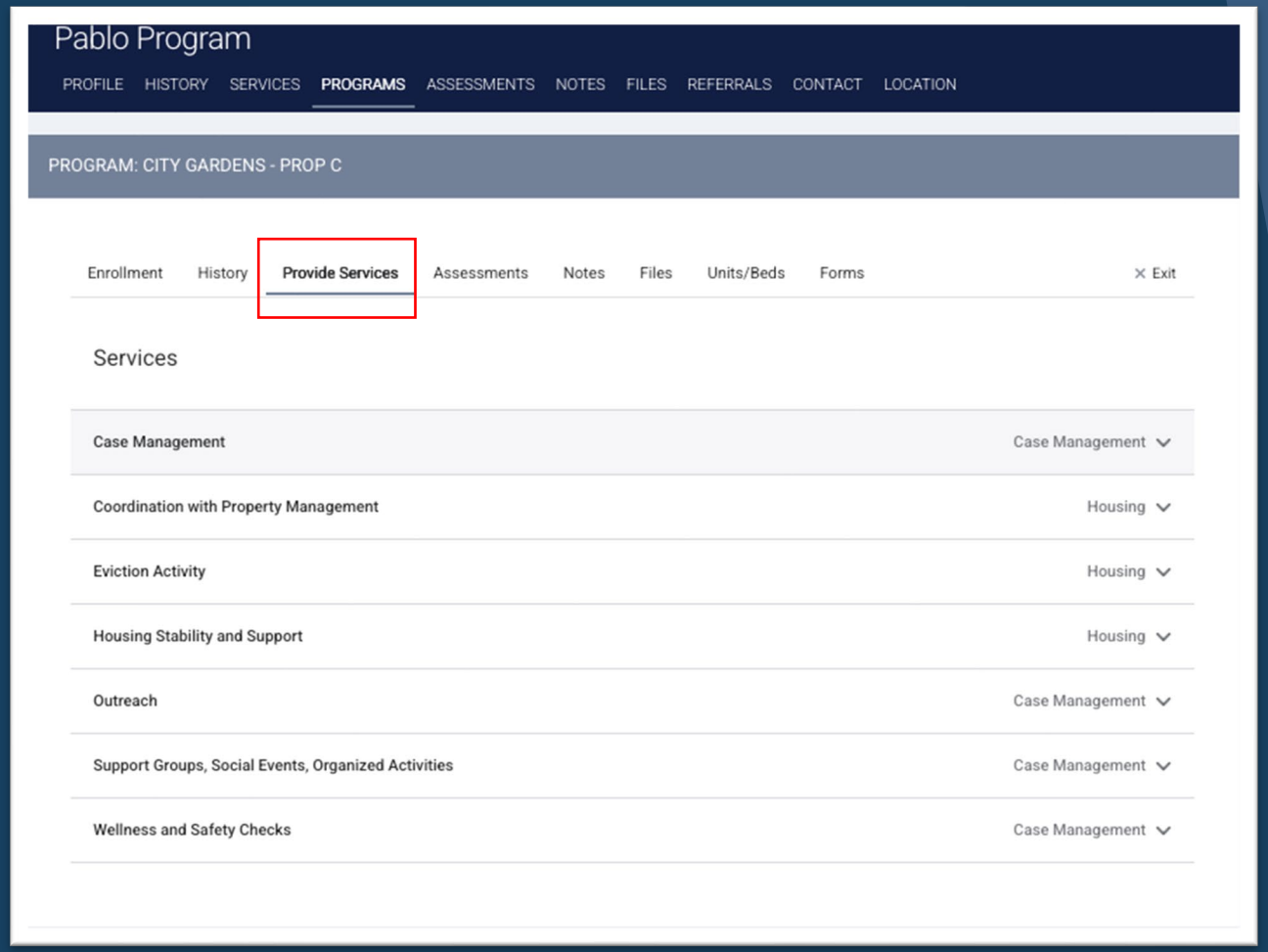
Adding New Services



- Within the enrollment, click on the Provide Services Tab
- Select the service name on the left side of the screen to expand it to see the service items

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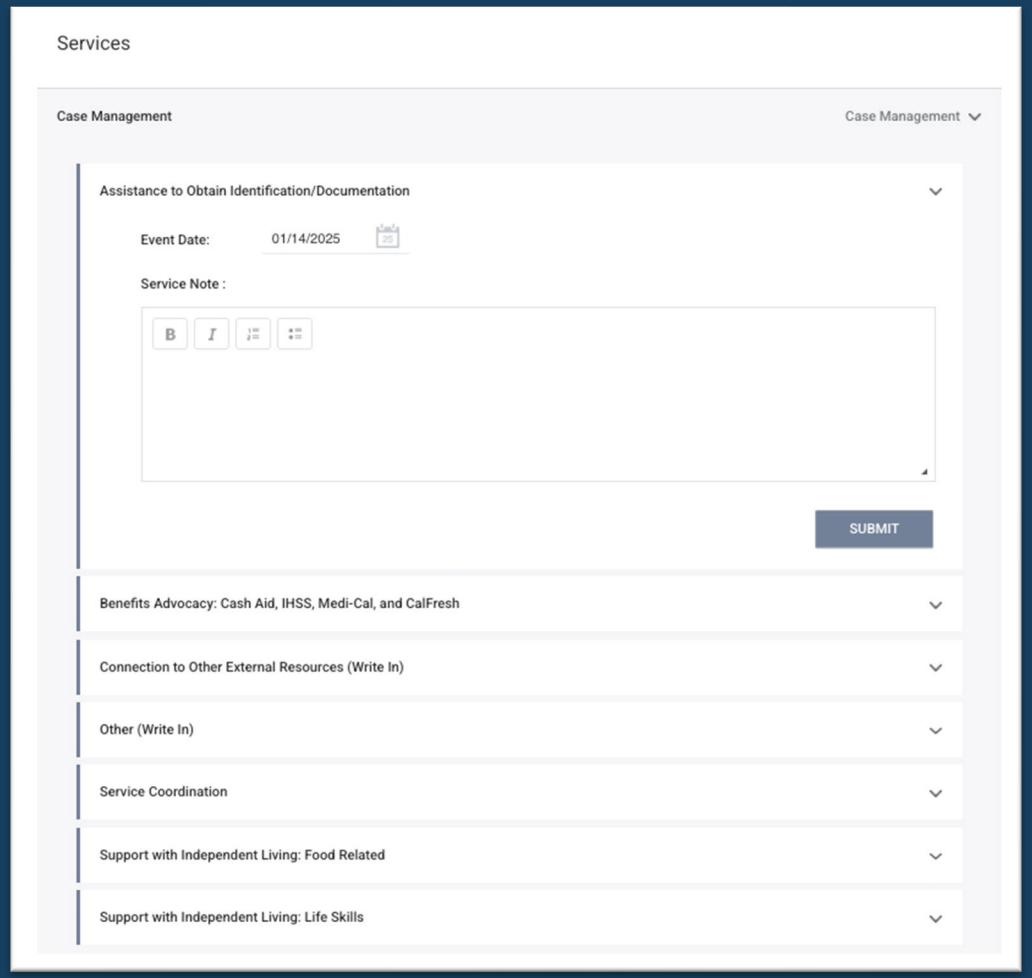
Adding New Services



- Once you have expanded the service name you can select a service item.
- Click on the service item and add any details to the service note textbox that appears.
  - The date will default to today's date but can be changed to a previous date if needed.
- Click "Submit" to save

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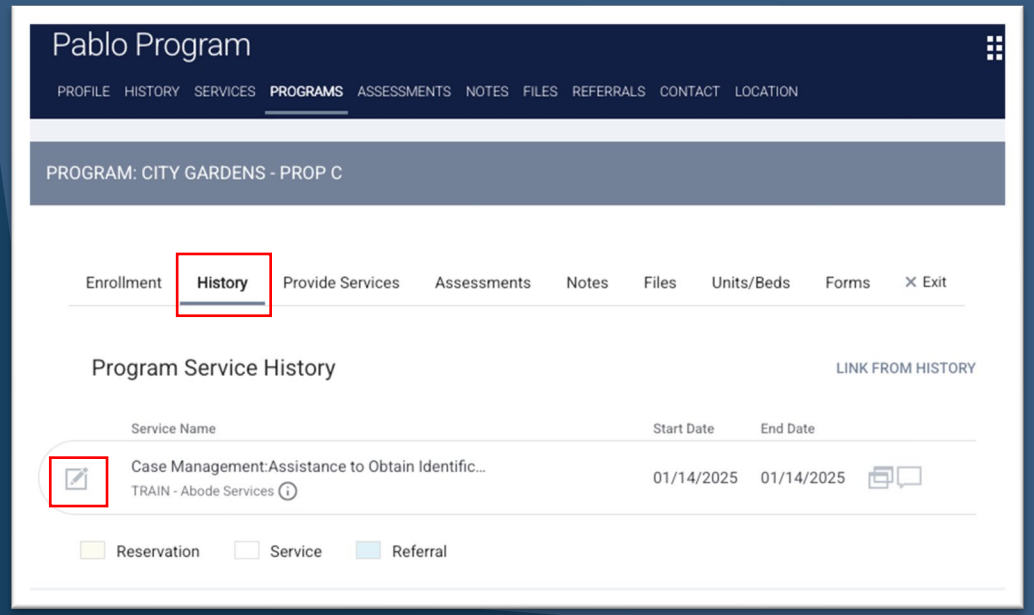
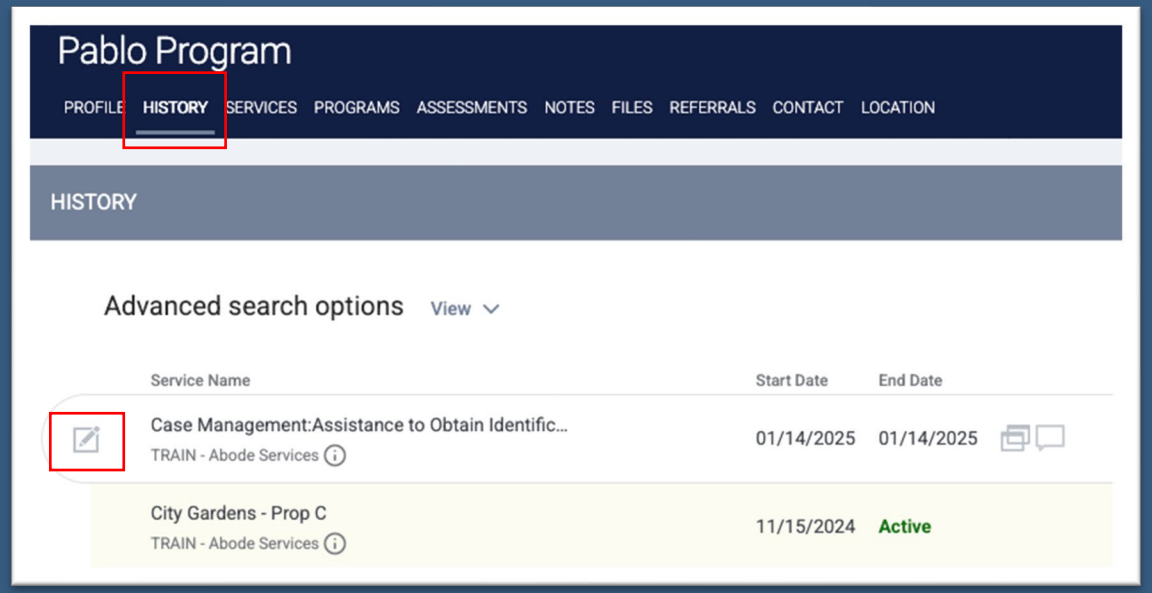
Viewing and Editing Existing Services

- You can view all previous program services in the History tab within the program enrollment.
- Program services can also be viewed in the History tab at the client's profile level.
- Click on the pencil and paper icon to edit the existing service or note.





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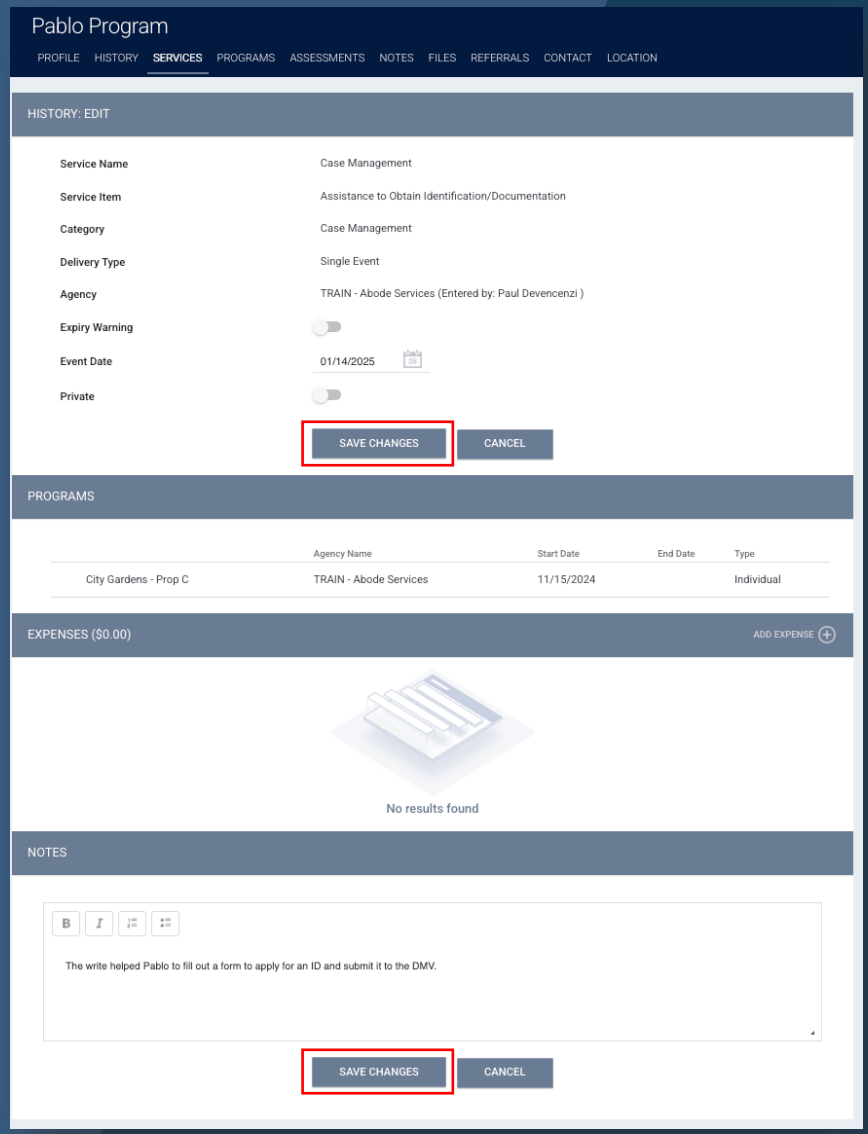
Viewing and Editing Existing Services

- From the service edit screen you can edit the following:
  - Event Date
  - Service Note Content
- You can click on either ”Save Changes” button to save your edits



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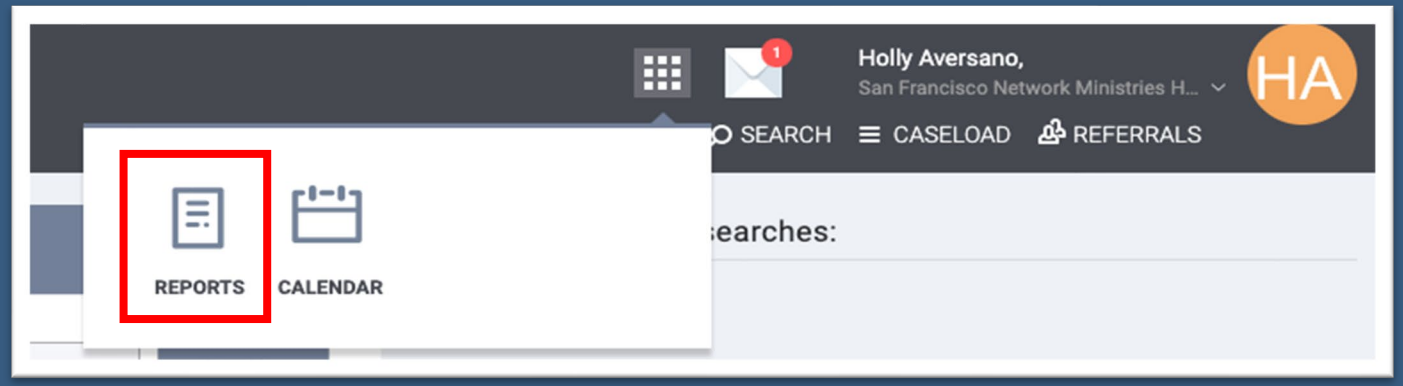
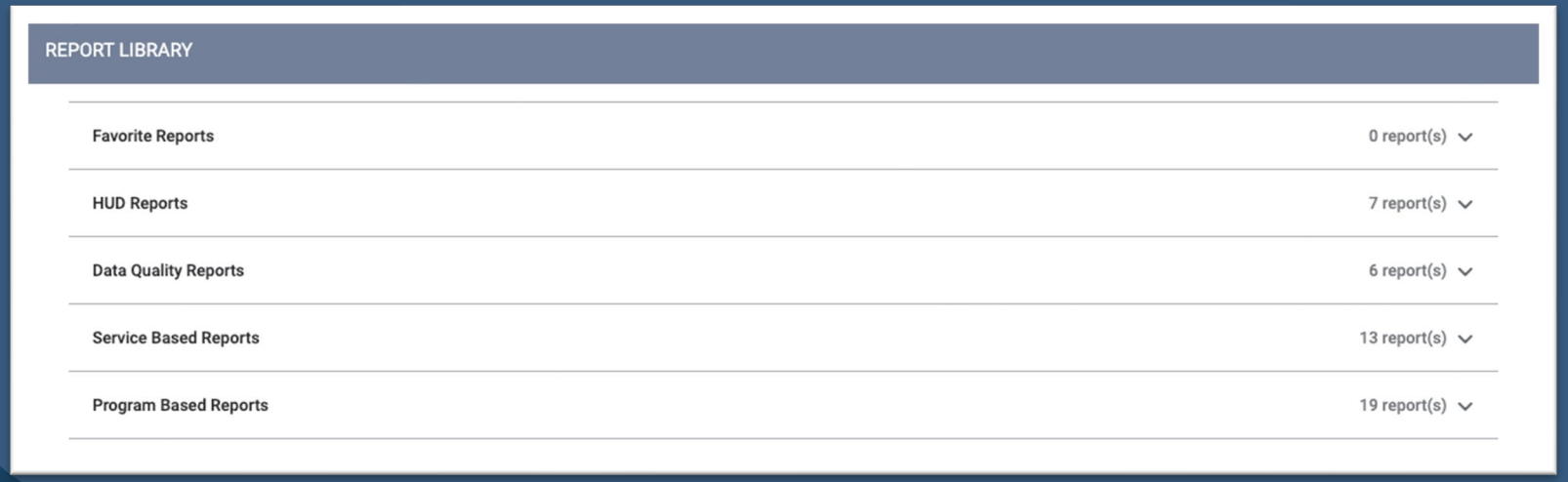
Reports

Reports Library





- Contains ready-made or "canned" reports
- To access, click the Reports icon from the Launchpad.
- Ability to "Favorite" reports

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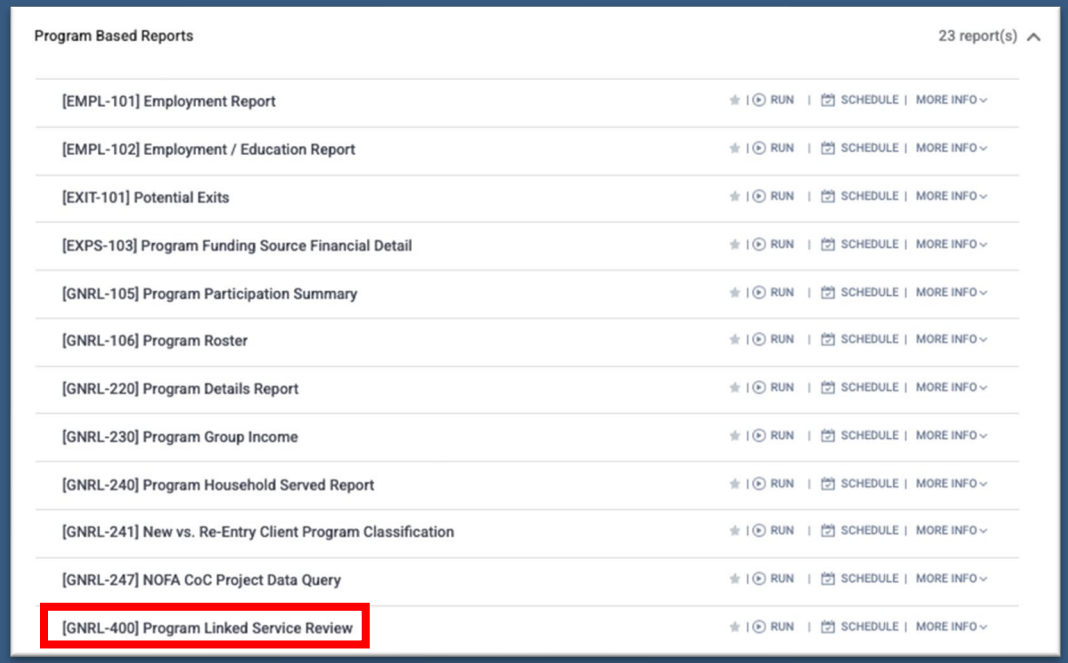
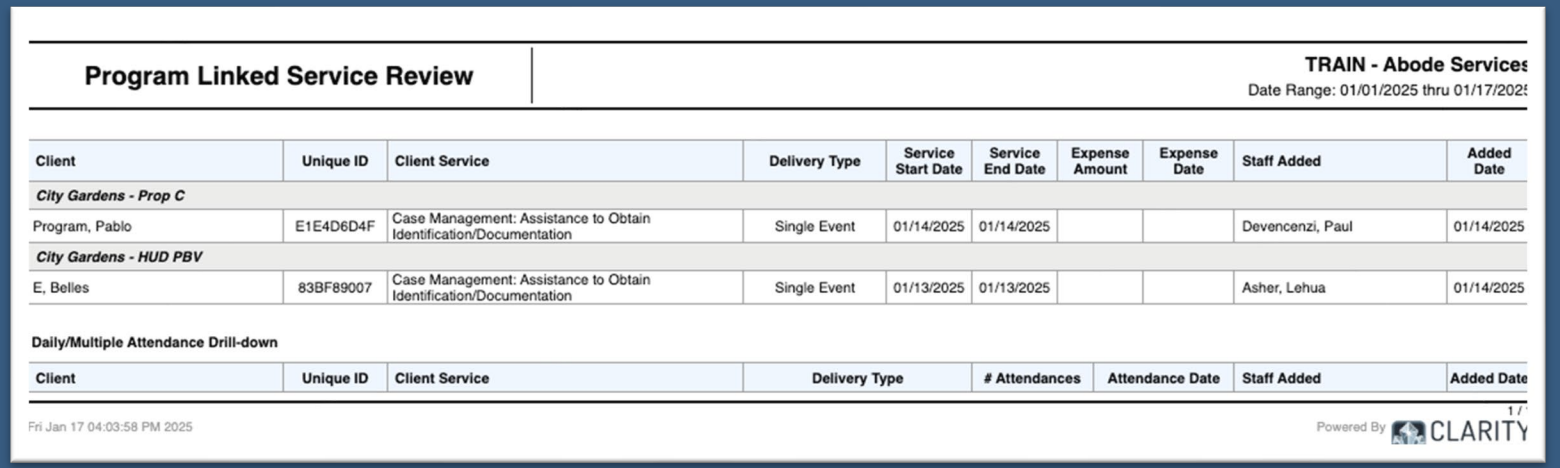
Program Linked Service Review

- [GNRL-400] Program Linked Service
  - Found in Reports Library under Program Based Reports
  - Provides a list of all services provided during the reporting period and linked to selected programs
  - Can see the following information:
    - Program Name
    - Client
    - Service Date





Program Linked Service Review

TRAIN - Abode Services

Date Range: 01/01/2025 thru 01/17/2025

Client	Unique ID	Client Service	Delivery Type	Service Start Date	Service End Date	Expense Amount	Expense Date	Staff Added	Added Date
City Gardens - Prop C									
Program, Pablo	E1E4D6D4F	Case Management: Assistance to Obtain Identification/Documentation	Single Event	01/14/2025	01/14/2025			Devencenzi, Paul	01/14/2025
City Gardens - HUD PBV									
E, Belles	83BF89007	Case Management: Assistance to Obtain Identification/Documentation	Single Event	01/13/2025	01/13/2025			Asher, Lehua	01/14/2025

Daily/Multiple Attendance Drill-down

Client	Unique ID	Client Service	Delivery Type	# Attendances	Attendance Date	Staff Added	Added Date

Fri Jan 17 04:03:58 PM 2025

1 / 1

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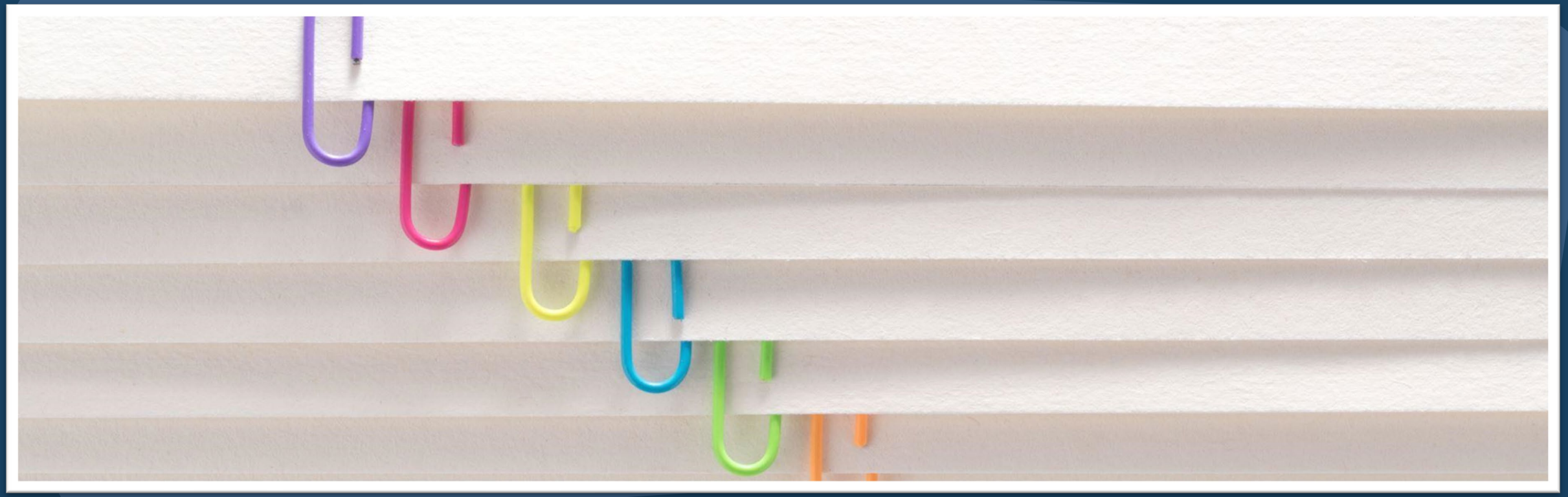
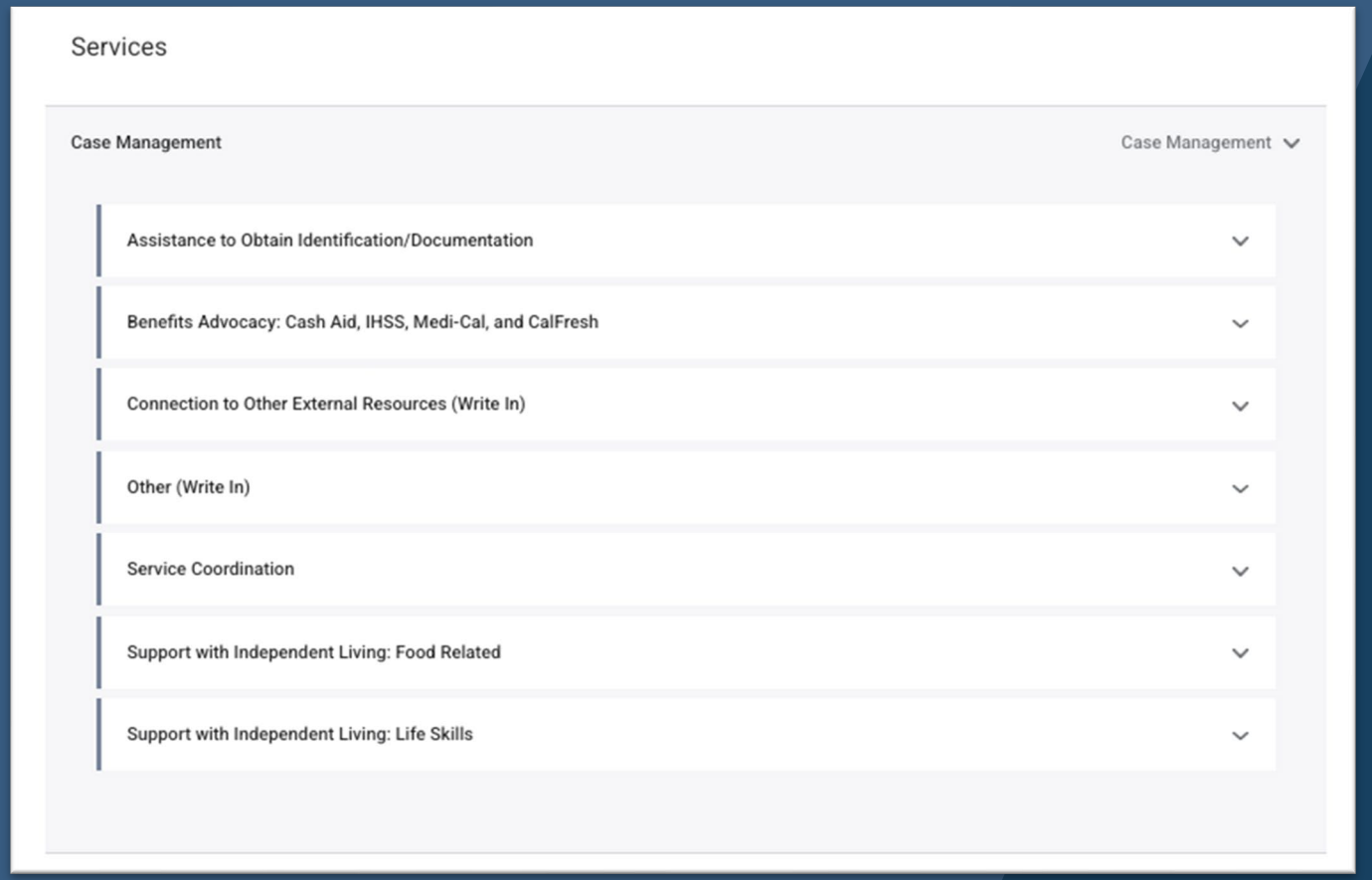


New Service Items

Case Management



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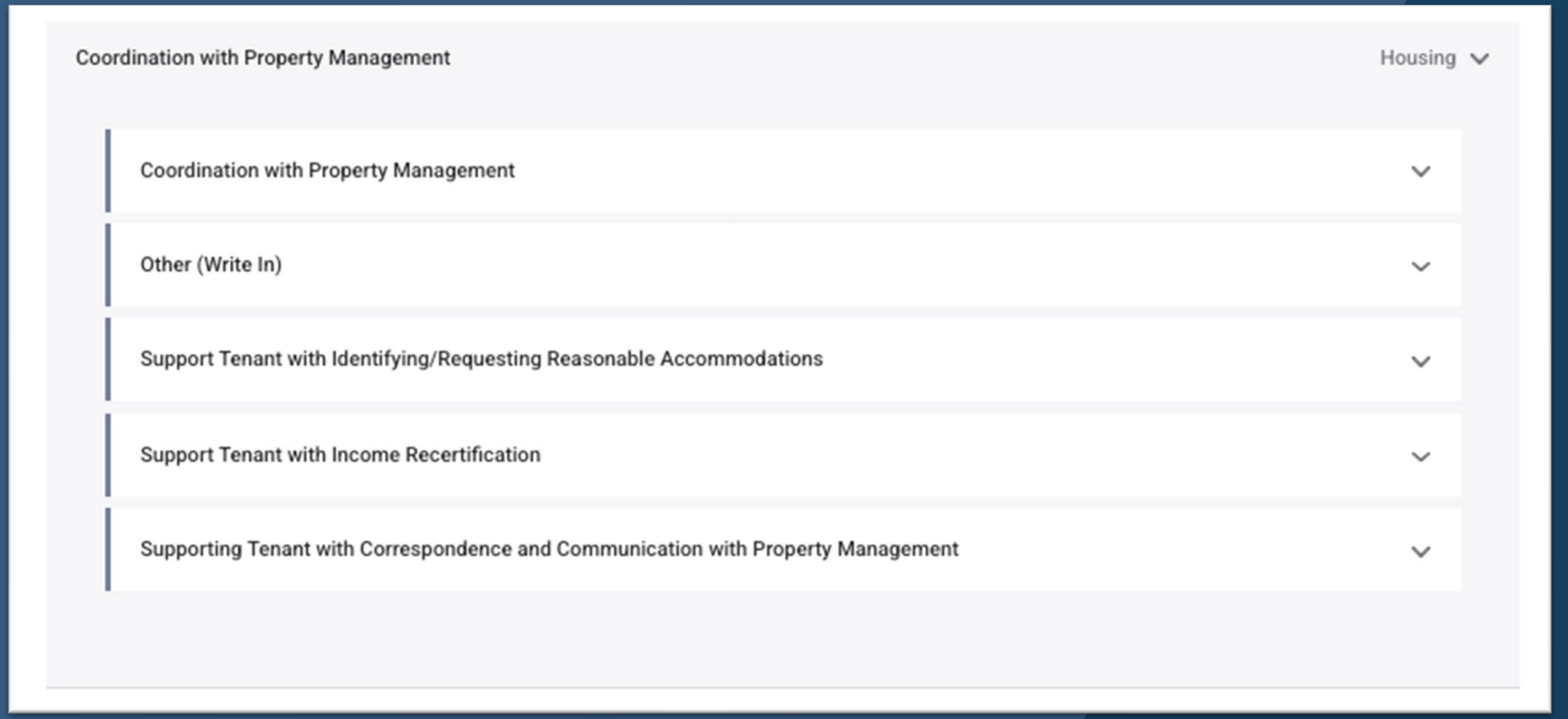
Coordination with Property Management



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Housing Stability and Support

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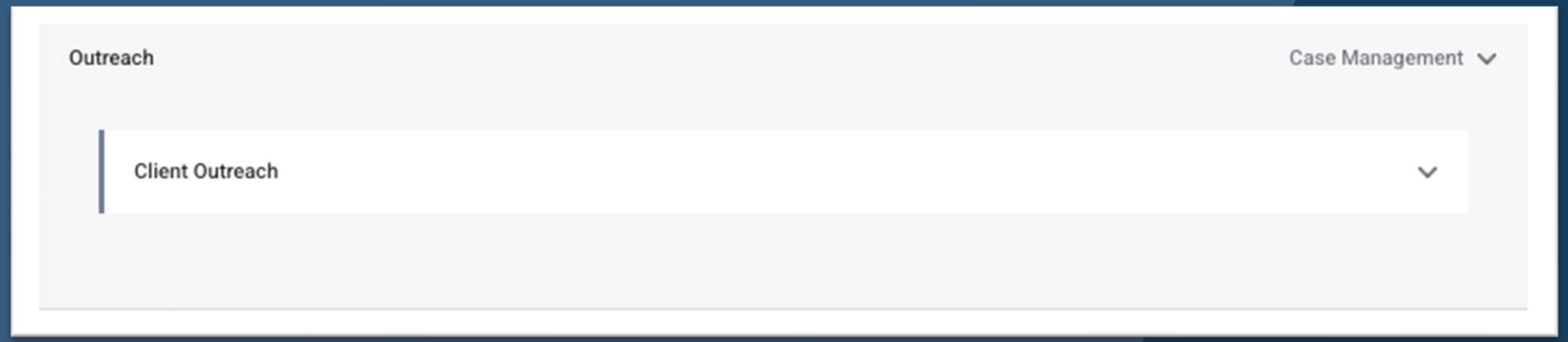
Outreach



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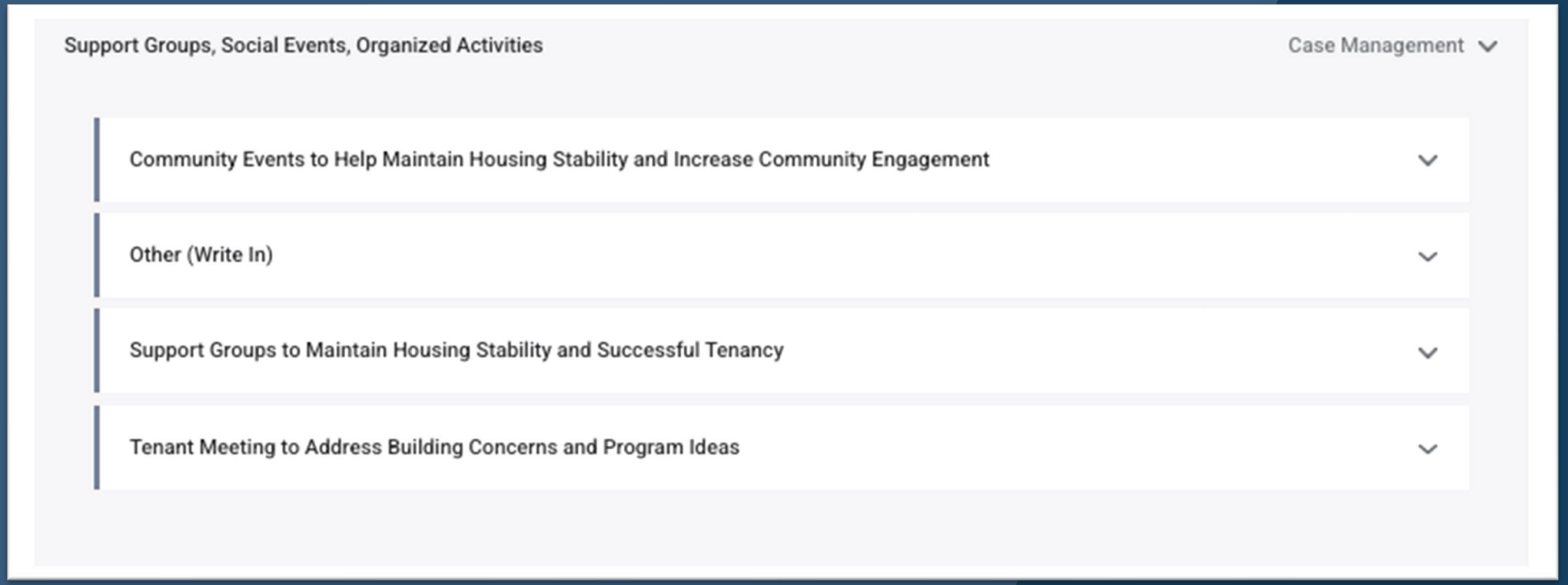
Support Groups, Social Events, Organized Activities



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Wellness and Safety Checks

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Resources

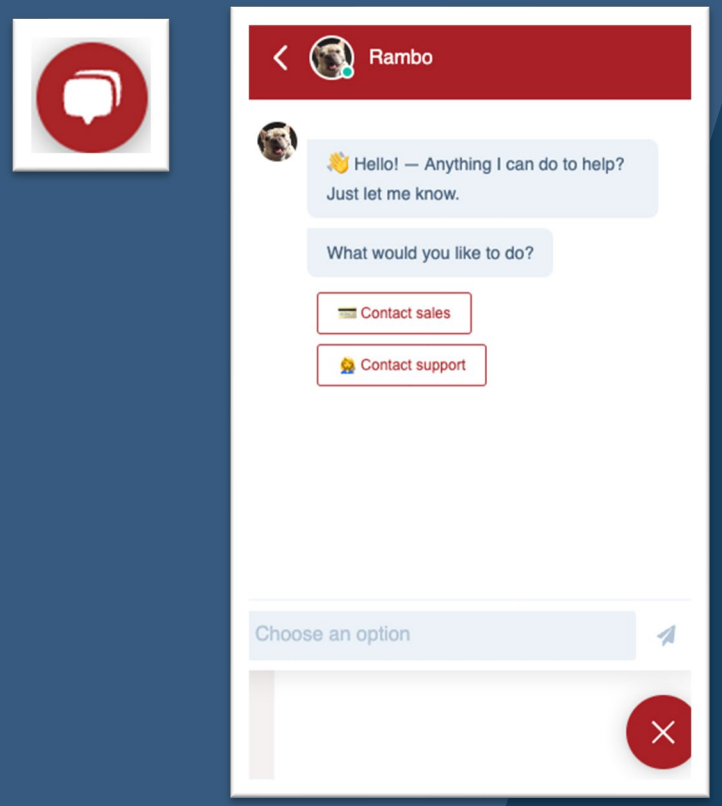
Bitfocus Help Desk

- 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)



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Questions?

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