



180 Jones & City Gardens PSH Case Management Services

January 2025

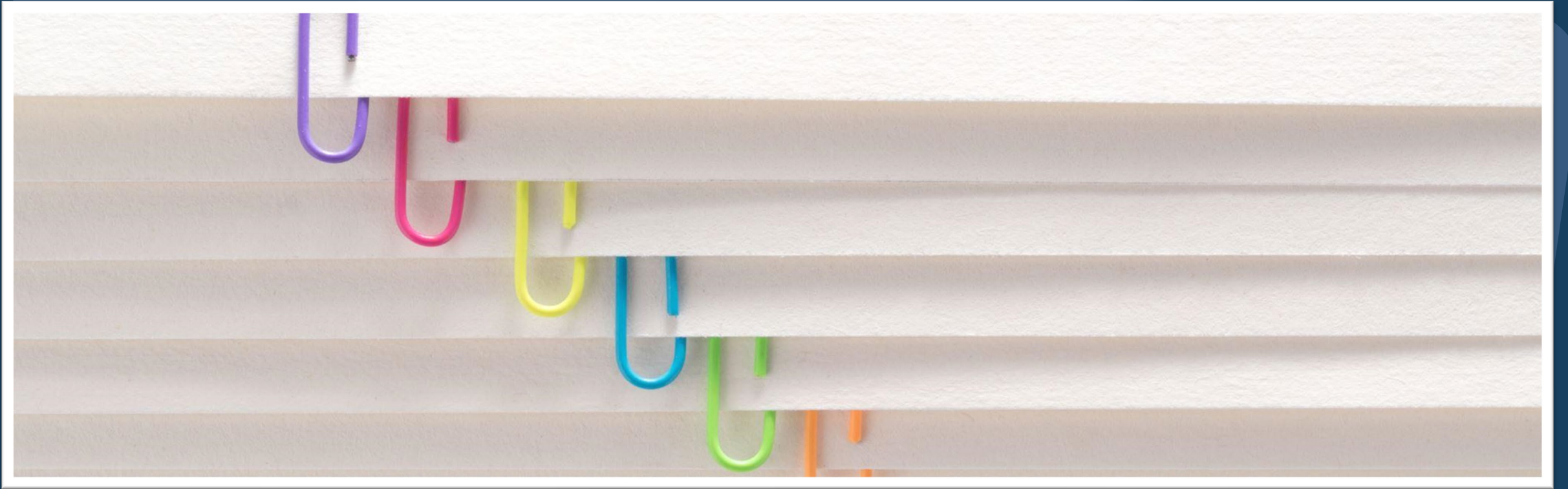
Today's Agenda

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:

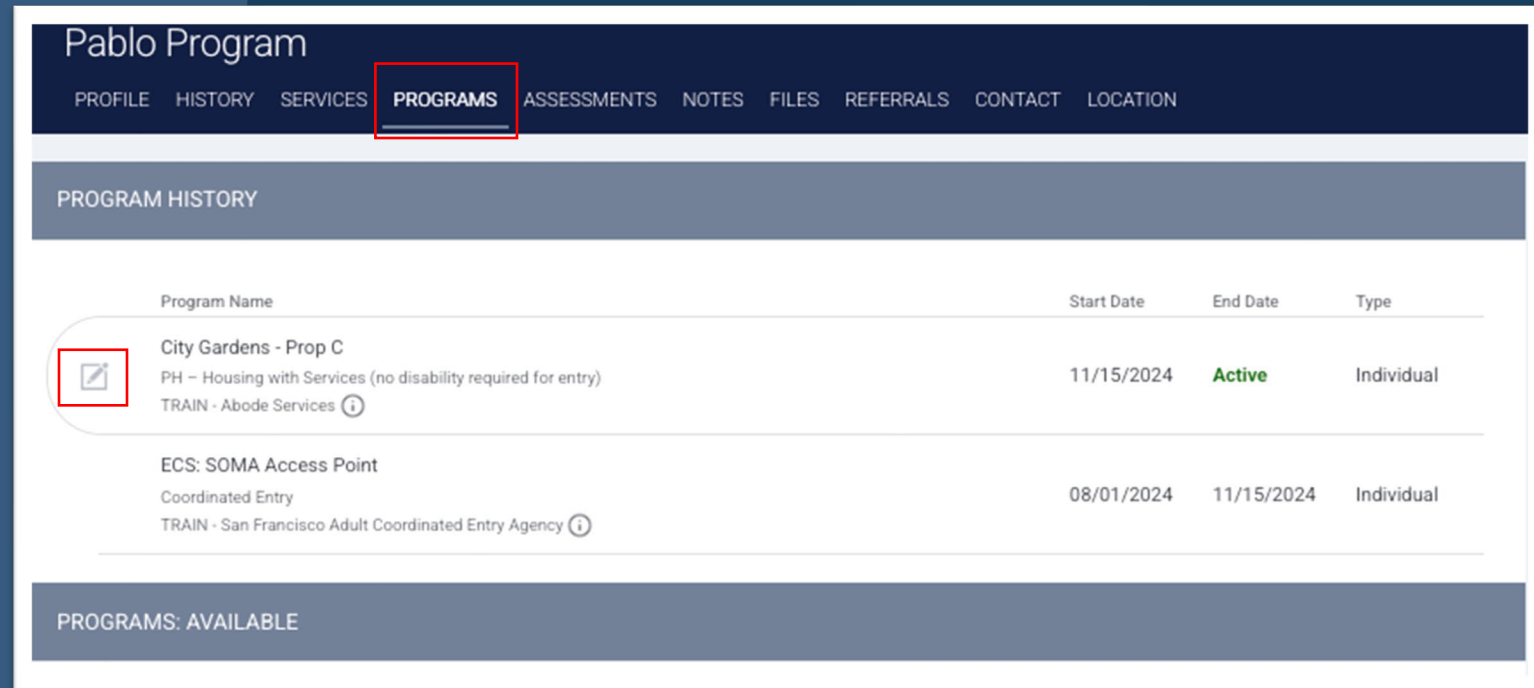
- Show a timeline of client activity in the program
- Report on Appendix A goals
- Bill for CalAIM services

PROGRAM: CITY GARDENS - PROP C


Enrollment	History	<u>Provide Services</u>	Assessments	Notes	Files	Units/Beds	Forms	× Exit
Services								
Case Management							Case Management	▼
Coordination with Property Management							Housing	▼
Eviction Activity							Housing	▼
Housing Stability and Support							Housing	▼
Outreach							Case Management	▼
Support Groups, Social Events, Organized Activities							Case Management	▼
Wellness and Safety Checks							Case Management	▼

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

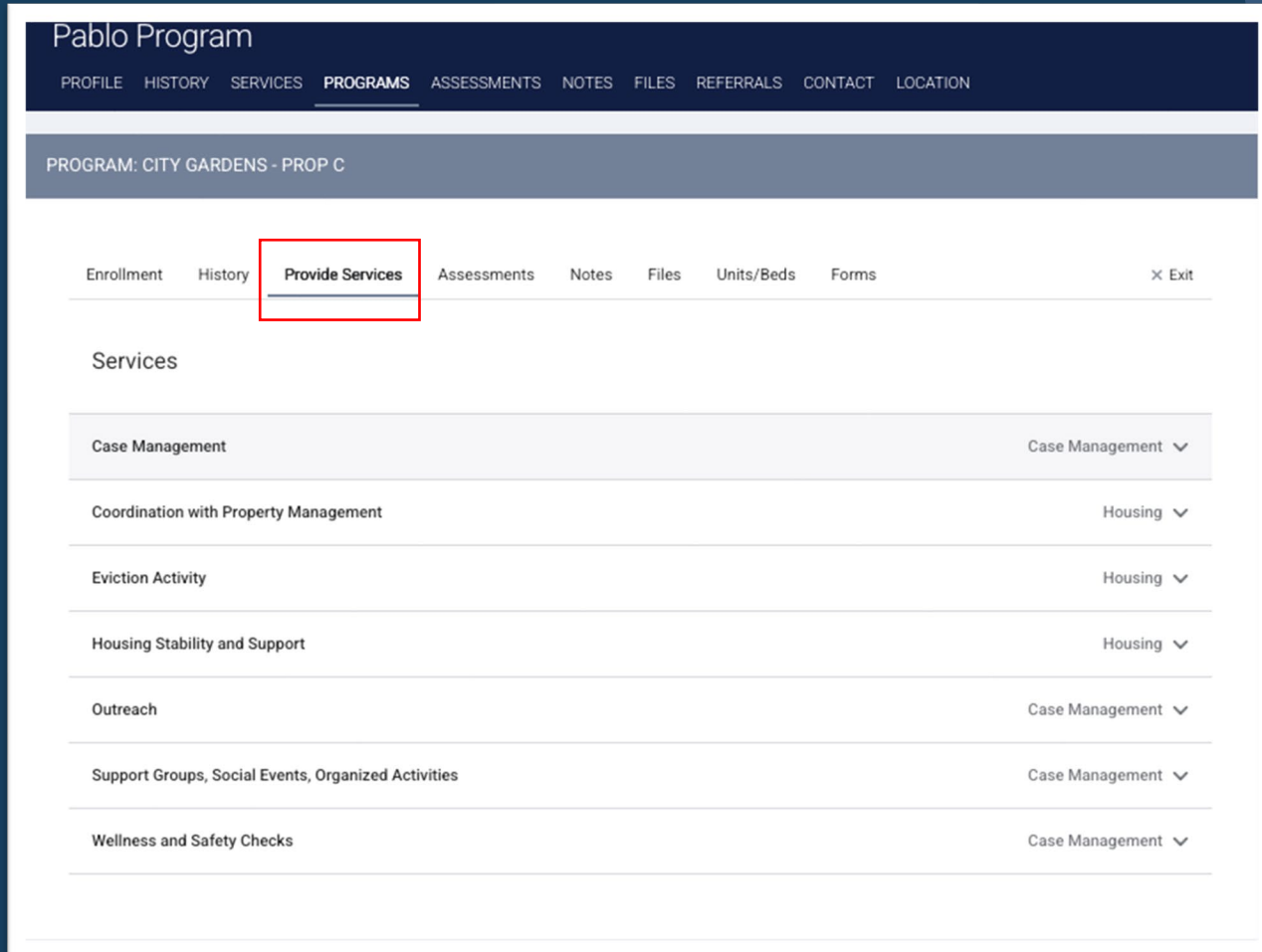


The screenshot displays the 'Pablo Program' interface. At the top, a navigation bar includes tabs for PROFILE, HISTORY, SERVICES, **PROGRAMS** (highlighted with a red box), ASSESSMENTS, NOTES, FILES, REFERRALS, CONTACT, and LOCATION. Below this is a 'PROGRAM HISTORY' section containing a table with the following data:

Program Name	Start Date	End Date	Type
 City Gardens - Prop C PH - Housing with Services (no disability required for entry) TRAIN - Abode Services ⓘ	11/15/2024	Active	Individual
ECS: SOMA Access Point Coordinated Entry TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ	08/01/2024	11/15/2024	Individual

At the bottom of the interface, there is a section labeled 'PROGRAMS: AVAILABLE'.

Adding New Services



The screenshot displays the 'Pablo Program' interface. At the top, a dark blue header contains the program name and a navigation menu with options: PROFILE, HISTORY, SERVICES, PROGRAMS (highlighted), ASSESSMENTS, NOTES, FILES, REFERRALS, CONTACT, and LOCATION. Below this, a grey bar indicates 'PROGRAM: CITY GARDENS - PROP C'. The main content area features a horizontal menu with 'Enrollment', 'History', 'Provide Services' (highlighted with a red box), 'Assessments', 'Notes', 'Files', 'Units/Beds', 'Forms', and '× Exit'. Underneath, a 'Services' section lists various service categories, each with a dropdown menu on the right:

Service Name	Category
Case Management	Case Management
Coordination with Property Management	Housing
Eviction Activity	Housing
Housing Stability and Support	Housing
Outreach	Case Management
Support Groups, Social Events, Organized Activities	Case Management
Wellness and Safety Checks	Case Management


- 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

Adding New Services





Services

Case Management Case Management ▾

Assistance to Obtain Identification/Documentation ▾

Event Date: 01/14/2025 

Service Note :

SUBMIT

Benefits Advocacy: Cash Aid, IHSS, Medi-Cal, and CalFresh ▾

Connection to Other External Resources (Write In) ▾

Other (Write In) ▾

Service Coordination ▾

Support with Independent Living: Food Related ▾

Support with Independent Living: Life Skills ▾

- 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

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.

The screenshot shows the 'Pablo Program' interface. The top navigation bar includes 'PROFILE', 'HISTORY', 'SERVICES', 'PROGRAMS', 'ASSESSMENTS', 'NOTES', 'FILES', 'REFERRALS', 'CONTACT', and 'LOCATION'. The 'PROGRAMS' tab is active, and the 'History' sub-tab is highlighted with a red box. Below the navigation, the program is identified as 'CITY GARDENS - PROP C'. A secondary navigation bar shows 'Enrollment', 'History', 'Provide Services', 'Assessments', 'Notes', 'Files', 'Units/Beds', 'Forms', and 'Exit'. The 'History' sub-tab is also highlighted with a red box. The main content area is titled 'Program Service History' and contains a table with columns for 'Service Name', 'Start Date', and 'End Date'. A red box highlights a pencil and paper icon next to the first row of the table. Below the table, there are checkboxes for 'Reservation', 'Service', and 'Referral'.

Service Name	Start Date	End Date
Case Management:Assistance to Obtain Identific... TRAIN - Abode Services ⓘ	01/14/2025	01/14/2025

The screenshot shows the 'Pablo Program' interface. The top navigation bar includes 'PROFILE', 'HISTORY', 'SERVICES', 'PROGRAMS', 'ASSESSMENTS', 'NOTES', 'FILES', 'REFERRALS', 'CONTACT', and 'LOCATION'. The 'HISTORY' tab is highlighted with a red box. Below the navigation, the section is titled 'HISTORY'. There are 'Advanced search options' and a 'View' dropdown menu. Below this, there is a table with columns for 'Service Name', 'Start Date', and 'End Date'. A red box highlights a pencil and paper icon next to the first row of the table. Below the table, there is a highlighted row for 'City Gardens - Prop C' with a status of 'Active'.

Service Name	Start Date	End Date
Case Management:Assistance to Obtain Identific... TRAIN - Abode Services ⓘ	01/14/2025	01/14/2025
City Gardens - Prop C TRAIN - Abode Services ⓘ	11/15/2024	Active

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

Pablo Program

PROFILE HISTORY **SERVICES** PROGRAMS ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION

HISTORY: EDIT

Service Name Case Management

Service Item Assistance to Obtain Identification/Documentation

Category Case Management

Delivery Type Single Event

Agency TRAIN - Abode Services (Entered by: Paul Devencenzi)

Expiry Warning

Event Date 01/14/2025

Private

SAVE CHANGES CANCEL

PROGRAMS

Agency Name	Start Date	End Date	Type
City Gardens - Prop C	TRAIN - Abode Services	11/15/2024	Individual

EXPENSES (\$0.00) [ADD EXPENSE +](#)

No results found

NOTES

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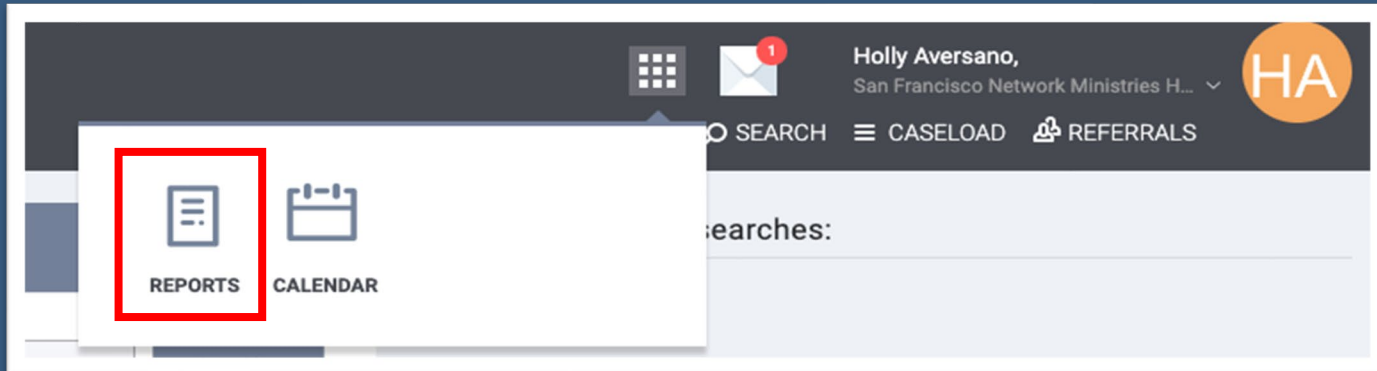
The write helped Pablo to fill out a form to apply for an ID and submit it to the DMV.

SAVE CHANGES CANCEL



Reports

Reports Library



---> Contains ready-made or “canned” reports

---> To access, click the Reports icon from the Launchpad.

---> Ability to “Favorite” reports

REPORT LIBRARY	
Favorite Reports	0 report(s) ▼
HUD Reports	7 report(s) ▼
Data Quality Reports	6 report(s) ▼
Service Based Reports	13 report(s) ▼
Program Based Reports	19 report(s) ▼

Program Linked Service Review

---> [GNRL-400] Program Linked Service

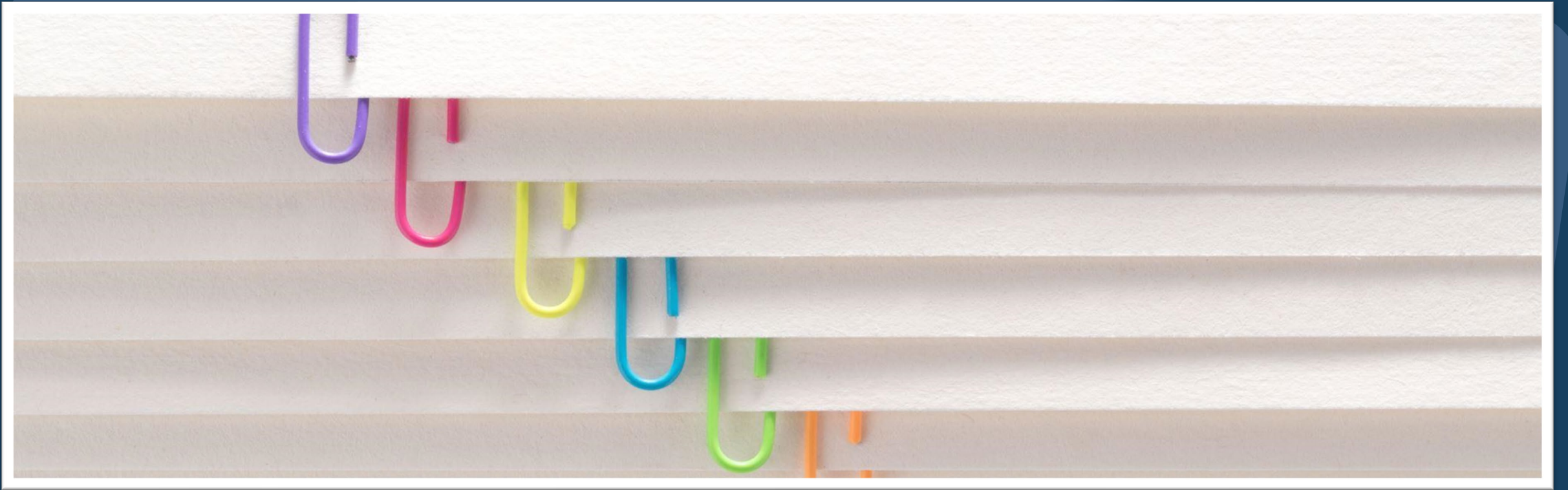
- Found in Reports Library under Program Based Reports
- Provides a list of all services provided during the reporting period and linked to selected programs
- Can see the following information:
 - Program Name
 - Client
 - Service Date

Program Based Reports 23 report(s) ^

[EMPL-101] Employment Report	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[EMPL-102] Employment / Education Report	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[EXIT-101] Potential Exits	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[EXPS-103] Program Funding Source Financial Detail	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-105] Program Participation Summary	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-106] Program Roster	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-220] Program Details Report	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-230] Program Group Income	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-240] Program Household Served Report	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-241] New vs. Re-Entry Client Program Classification	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-247] NOFA CoC Project Data Query	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-400] Program Linked Service Review	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾

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		

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New Service Items

Case Management

Services

Case Management

Case Management ▾

Assistance to Obtain Identification/Documentation ▾

Benefits Advocacy: Cash Aid, IHSS, Medi-Cal, and CalFresh ▾

Connection to Other External Resources (Write In) ▾

Other (Write In) ▾

Service Coordination ▾

Support with Independent Living: Food Related ▾

Support with Independent Living: Life Skills ▾

Coordination with Property Management

Coordination with Property Management Housing ▾

Coordination with Property Management	▾
Other (Write In)	▾
Support Tenant with Identifying/Requesting Reasonable Accommodations	▾
Support Tenant with Income Recertification	▾
Supporting Tenant with Correspondence and Communication with Property Management	▾

Housing Stability and Support

Housing Stability and Support Housing ▾

Assistance After an Indication of Housing Instability	▾
Assistance with Lease Compliance	▾
Conflict Resolution (Add Details)	▾
HQS Support	▾
Other (Write In)	▾
Updated Housing Support Plan	▾

Outreach

Outreach Case Management ▾

Client Outreach ▾

Support Groups, Social Events, Organized Activities

Support Groups, Social Events, Organized Activities Case Management ▾

Community Events to Help Maintain Housing Stability and Increase Community Engagement	▾
Other (Write In)	▾
Support Groups to Maintain Housing Stability and Successful Tenancy	▾
Tenant Meeting to Address Building Concerns and Program Ideas	▾

Wellness and Safety Checks

Wellness and Safety Checks Case Management ▾

Adult Protective Services	▾
Child Protective Services	▾
Other (Write In)	▾
Wellness Check/Emergency Safety Check	▾

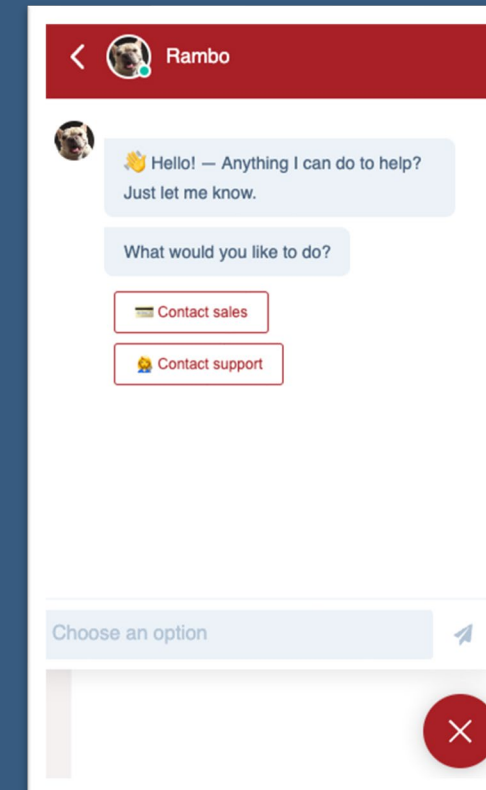
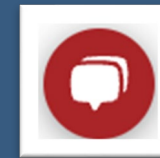
Resources

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)



Questions?