THP Plus ONE System Provider Training

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Today's Agenda

- Welcome & Introductions
- Creating a profile in ONE
- Release of Information
- Enrollments
- Notes
- Exits
- Reporting
- Resources/Questions & Wrap up

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Creating a Profile in ONE

Creating New Profiles in the ONE system

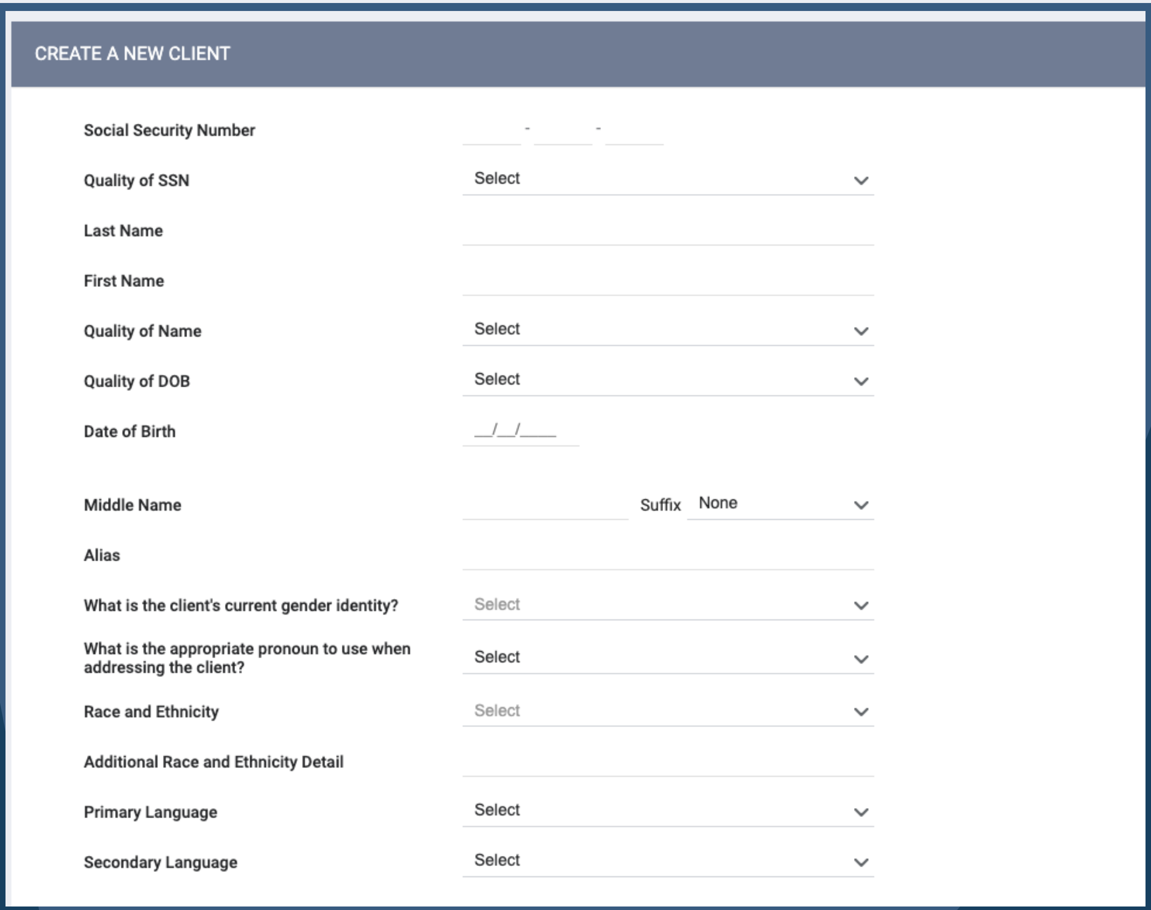
Search the client within the ONE system to be sure that a profile for your agency doesn't already exist

- Search for household/ head of household
- Search by name, DOB and SSN

If no profile exists, create a new profile by clicking the Add Client button

Complete the fields that the client feels comfortable sharing. It helps tell their story and ensure that staff using the system know the appropriate information for the client.

- If a client chooses not to answer a specific question, use **"Client prefers not to answer"**
- If the client does not know the answer, use **"Client doesn't know"**
- **"Data not collected"** should only be used in the case that question was not asked



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Release of Information (ROI)

Homeless Response System Release of Information

- Explains how client information is collected in the ONE System, as well as how that info is used by or shared to housing and service providers
- Must be signed by the client and uploaded into the ONE system
- If a client refuses to provide consent, a ONE system profile may not be created

San Francisco Department of Homelessness & Supportive Housing

Homelessness Response System
Authorization for Use or Disclosure of Information

This form and the attached notice describe how personal information about you may be used and shared by the City and County of San Francisco's Department of Homelessness and Supportive Housing (HSH) and its provider organizations, and the rights you have about your information.

The San Francisco Department of Homelessness and Supportive Housing's (HSH) Online Navigation and Entry (ONE) System (the City's Homeless Management Information System) is a database that allows HSH to save, access, and share client level information with our Partner agencies, which are San Francisco City Departments, including the Department of Public Health and the Human Services Agency, and other community-based housing and service providers who work with people experiencing, or at risk of experiencing, homelessness. Examples include the SF Homeless Outreach Team (SFHOT) or service providers in supportive housing.

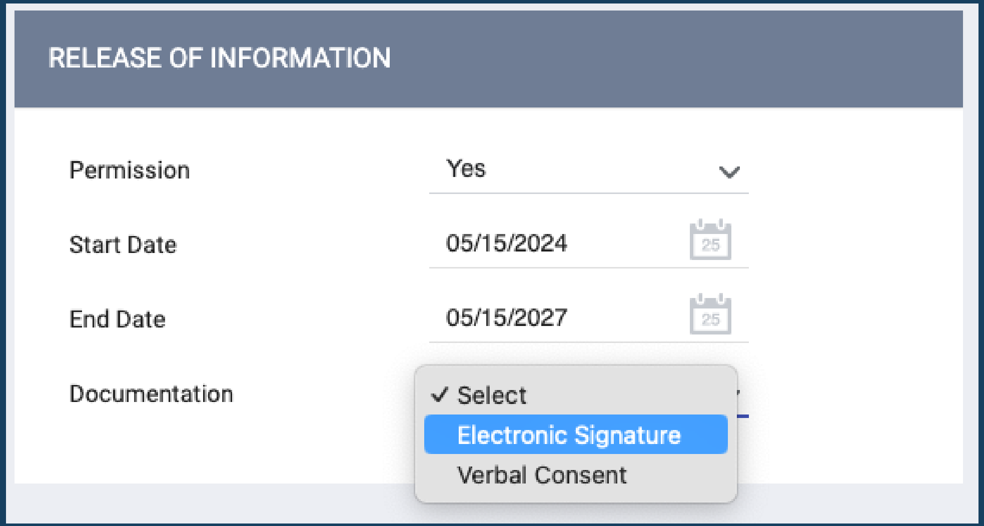
To be able to best help you, information is collected in the ONE System and used by or shared with Partner agencies. Partner agencies use the information in the ONE System to:

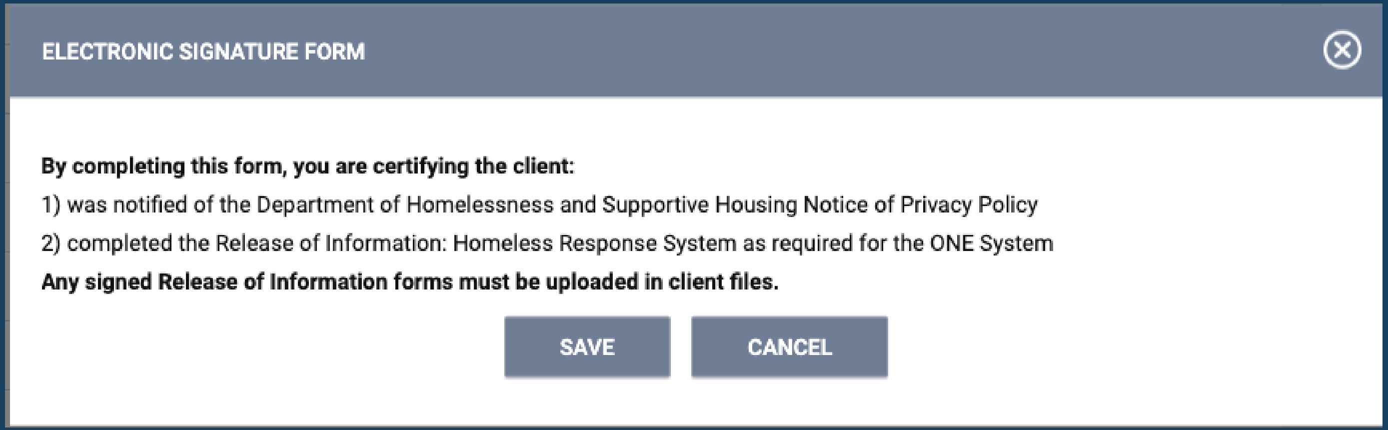
- Match clients to appropriate housing and other services they might be able to receive
- Improve coordination of your care and related services between City agencies and providers; and

Release of Information in ONE

When creating a new profile, ONE will prompt you to have the household sign a Release of Information

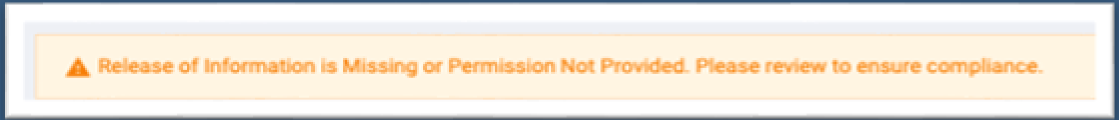
- Electronic Signature (preferable method)
- Verbal Consent only to be used if physical signature couldn't be obtained due to working remotely with clients



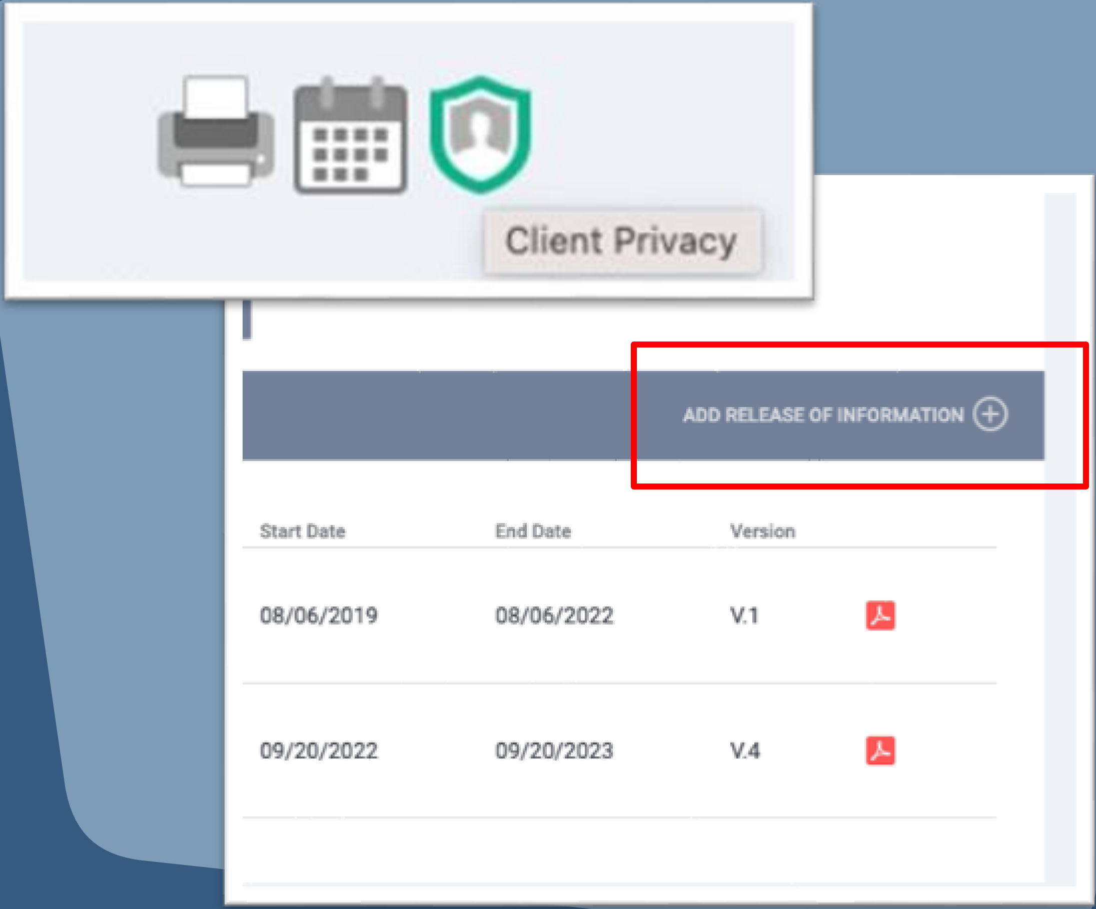


Release of Information in ONE

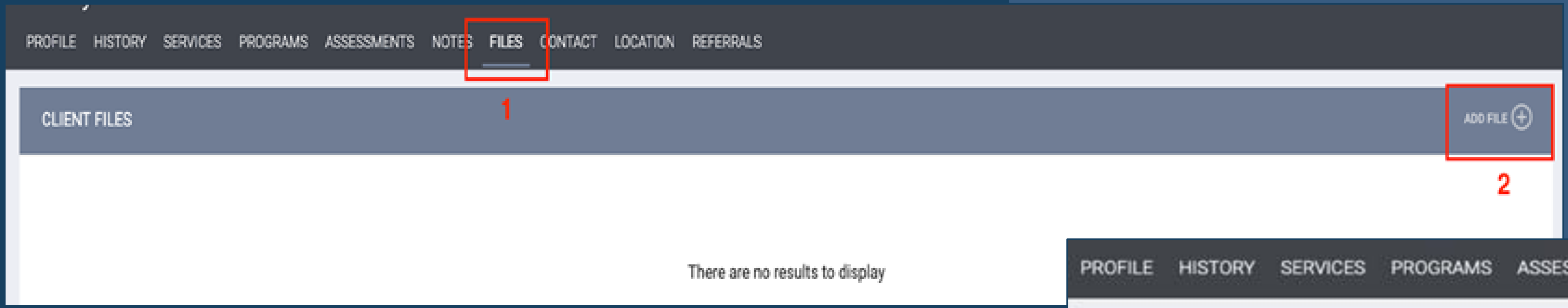
- ONE will prompt for a Release of Information to be completed when a client profile is created and must be updated every 3 years
- Profiles with missing or expired Releases of Information will be flagged with a yellow banner

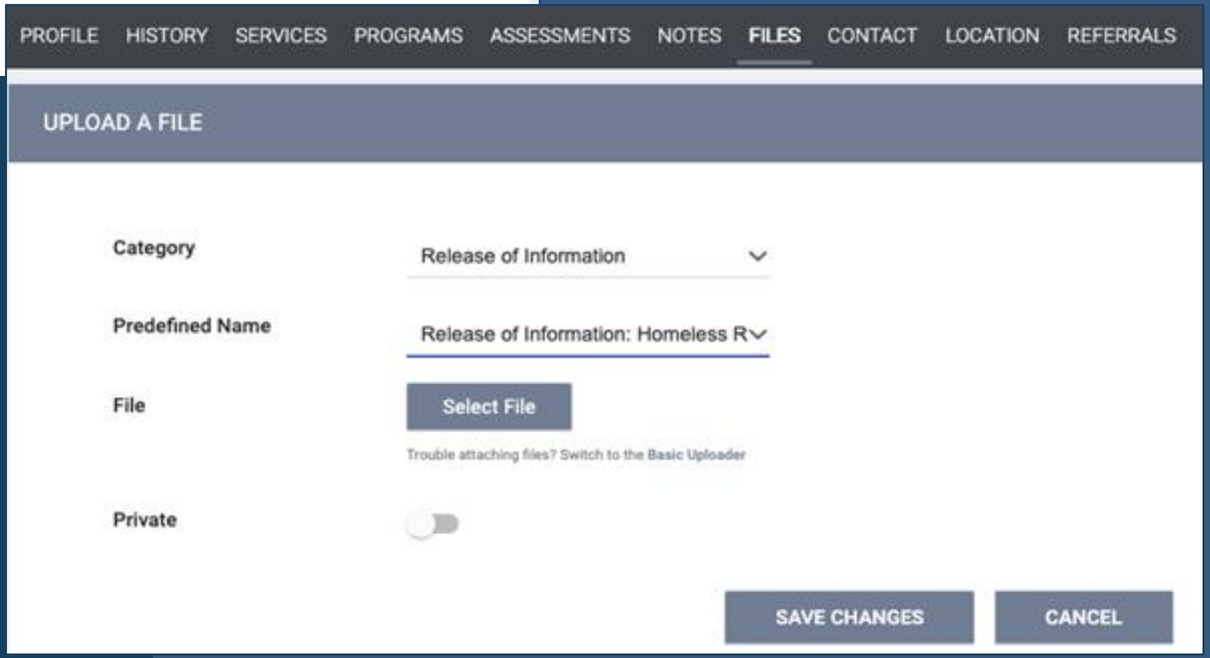


- To maintain compliance, each client profile must have an up-to-date & active ROI recorded both as:
  - A file uploaded into client profile
  - An electronic signature recorded in Client Privacy section of client profile (shield icon)



Uploading an ROI as a File in ONE





To upload an ROI:

1. Select the Files tab
2. Select the category for Release of Information
   - Homeless Response System
3. Select your file from your computer using the Select File button
4. Click Save Changes

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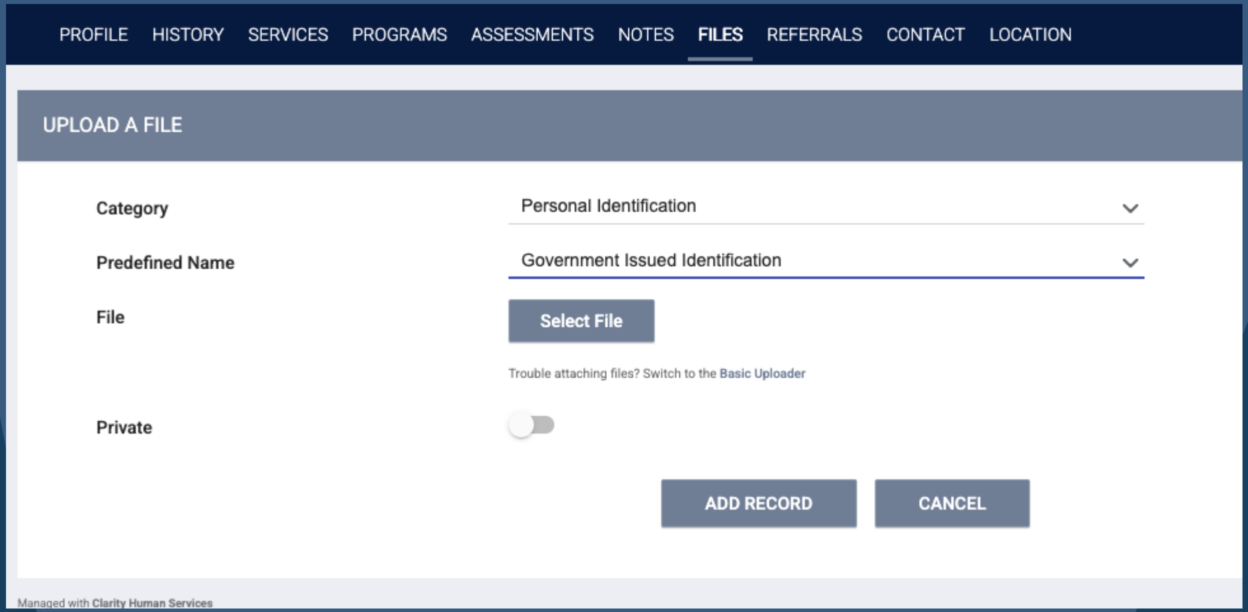
Uploading Files

- In addition to ROIs, able to upload other vital documents into ONE, including:
  - IDs
  - Social Security cards
  - Proof of Income
  - Birth Certificate
  - Etc

- Follow the same steps from previous slide
  - Category will depend on type of document uploaded



ROI Resources

- [Online ROI Resources and Forms (available in English, Chinese, Spanish, Tagalog)]

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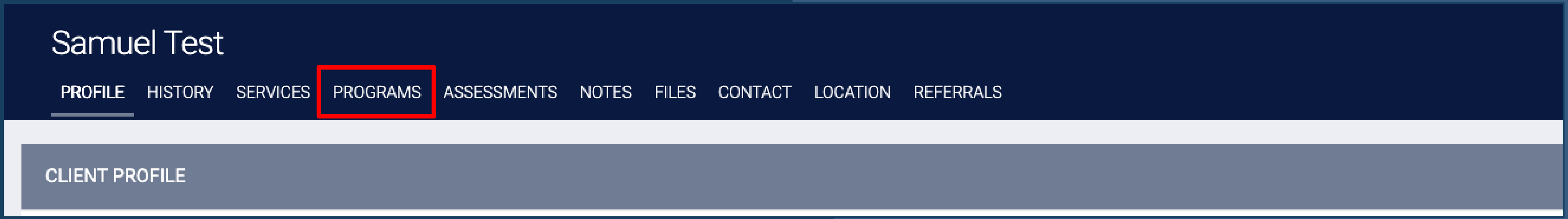
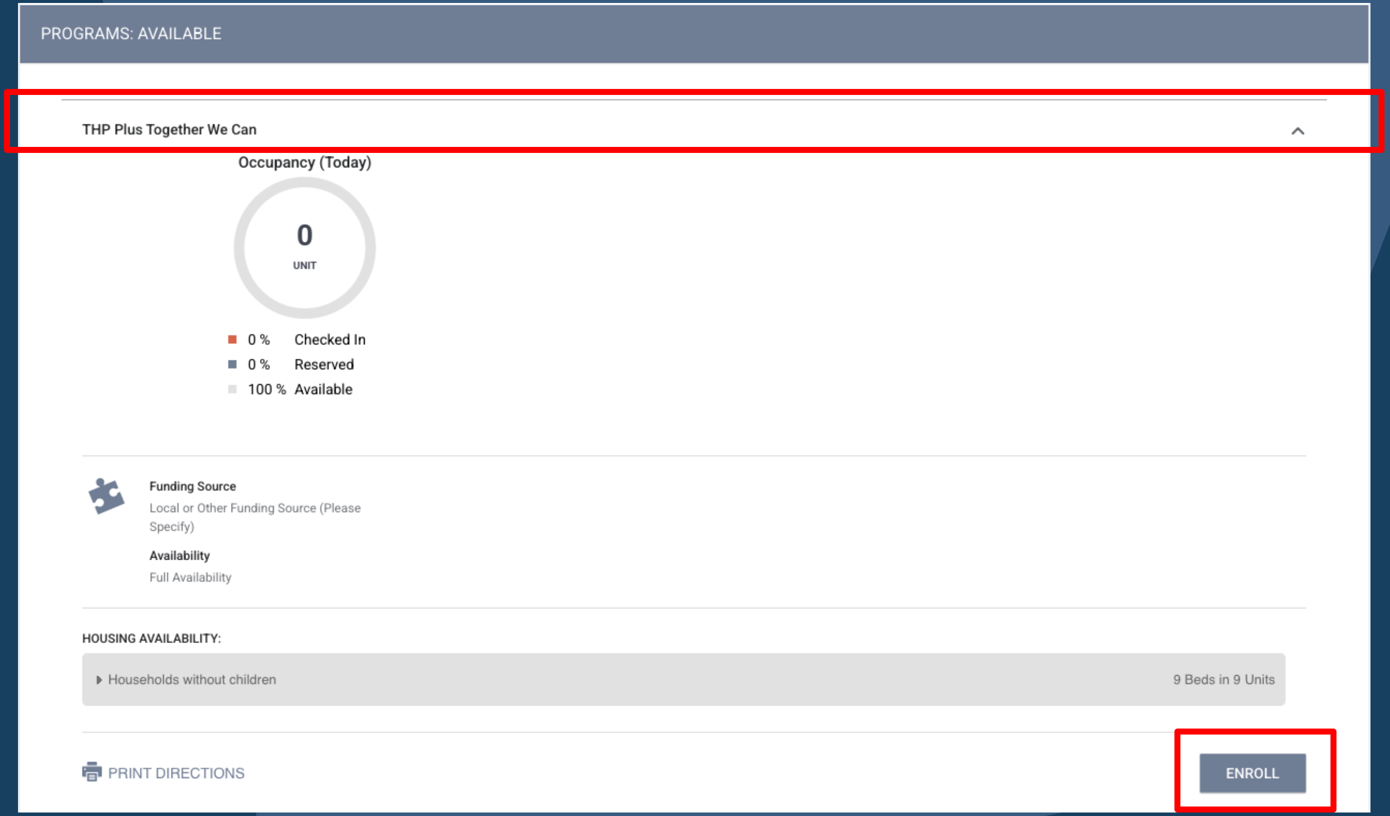
Program Enrollments

Program Enrollments



- You can enroll them into a THP program by completing the following:
  1. Be sure you are switched to the appropriate agency for the program you wish to enroll into
  2. Go to the client profile
  3. Click on the PROGRAMS tab
  4. Scroll down to the Programs: Available section
  5. Click on the appropriate THP program name
  6. Click Enroll



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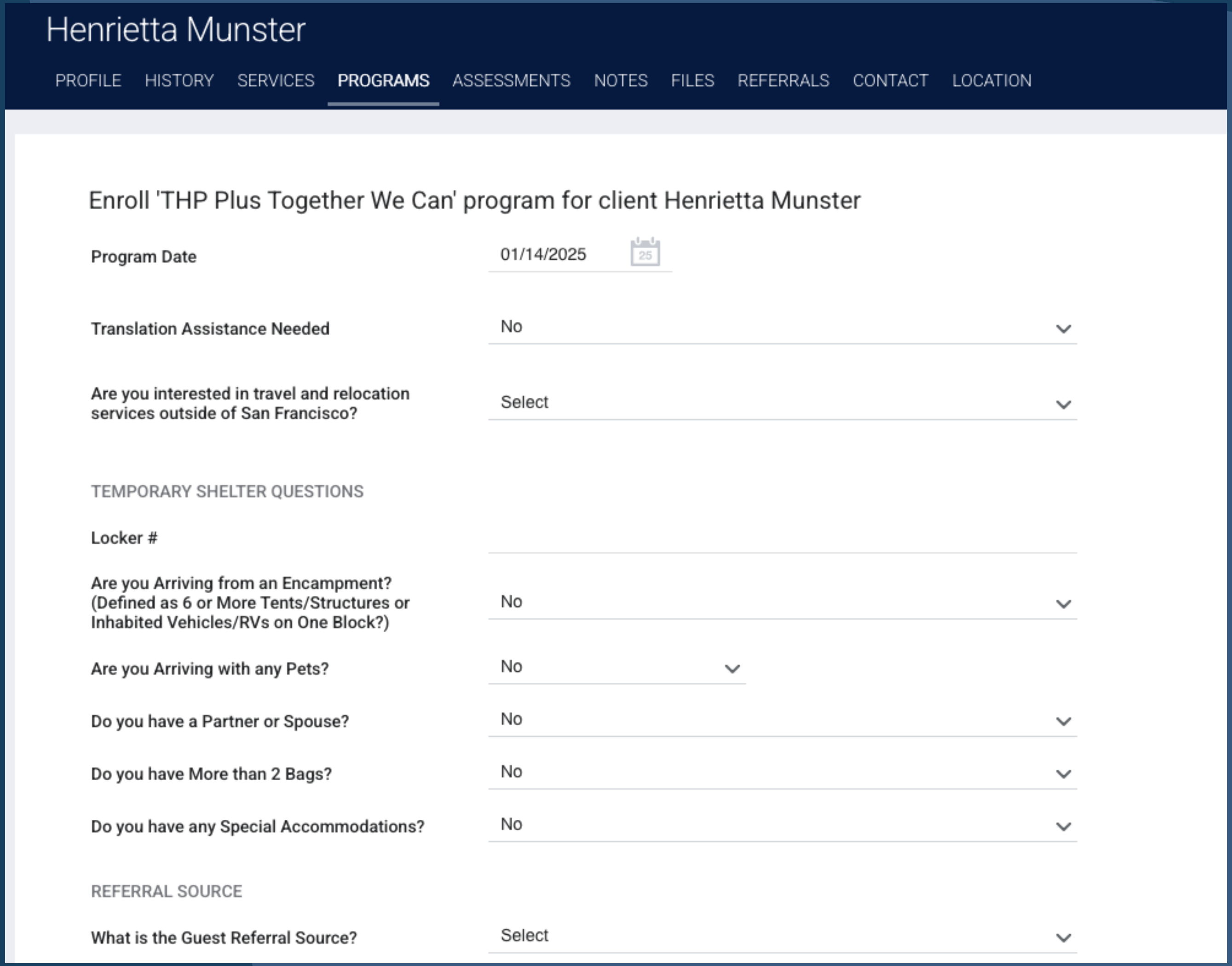
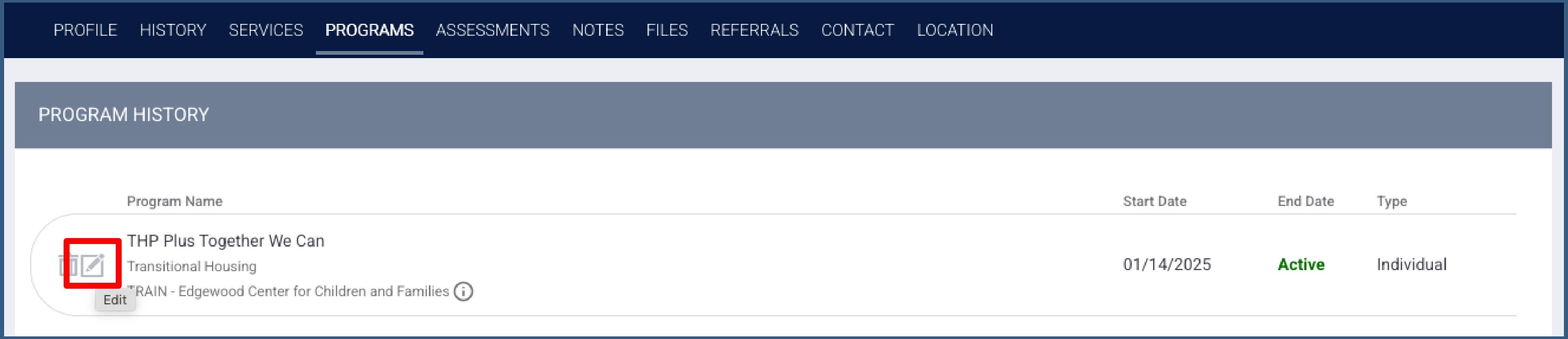
Program Enrollments: Enrollment Form

- Project Start Date is the date that client enrolled into the program
- Be sure to…
  - Ask all questions and fill in answers as completely as the client is comfortable answering



Accessing a program enrollment

- After a client has been enrolled…
  - Program enrollments are accessible in the Program Tab of the client profile. You can click the pencil icon next to the enrollment you wish to view.



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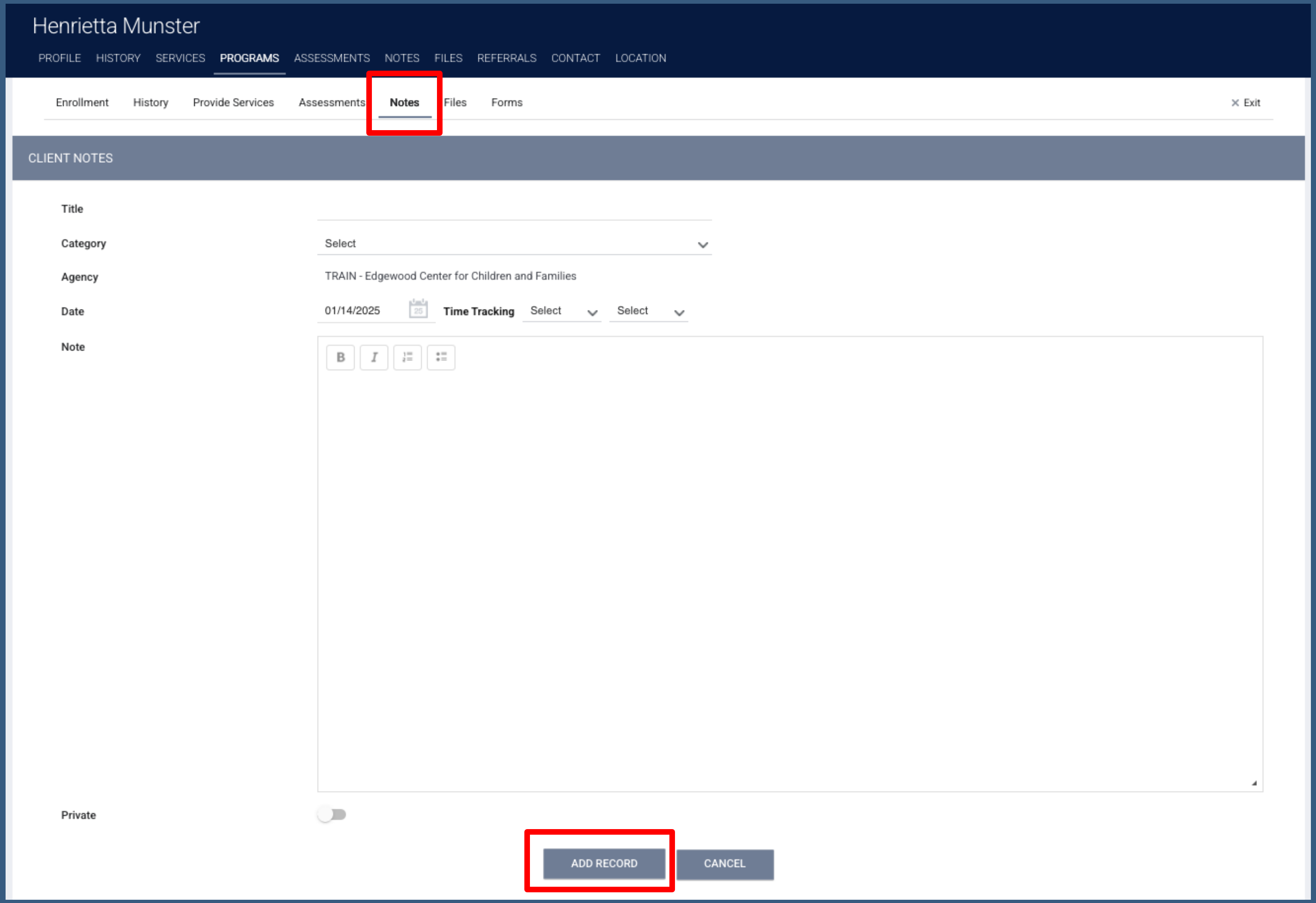
Program Notes

Program Notes

- Notes:
  - Are entered within client program enrollment under the notes tab
  - Allow for case management information to be captured and shared with other users



To add a note:

1. Access the THP program enrollment under the ‘Programs’ tab
2. Click on ‘Notes’ tab within the enrollment
3. Click ’Add Note’
4. Write note
5. Click ’Add Record’ to save note

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Program Exits

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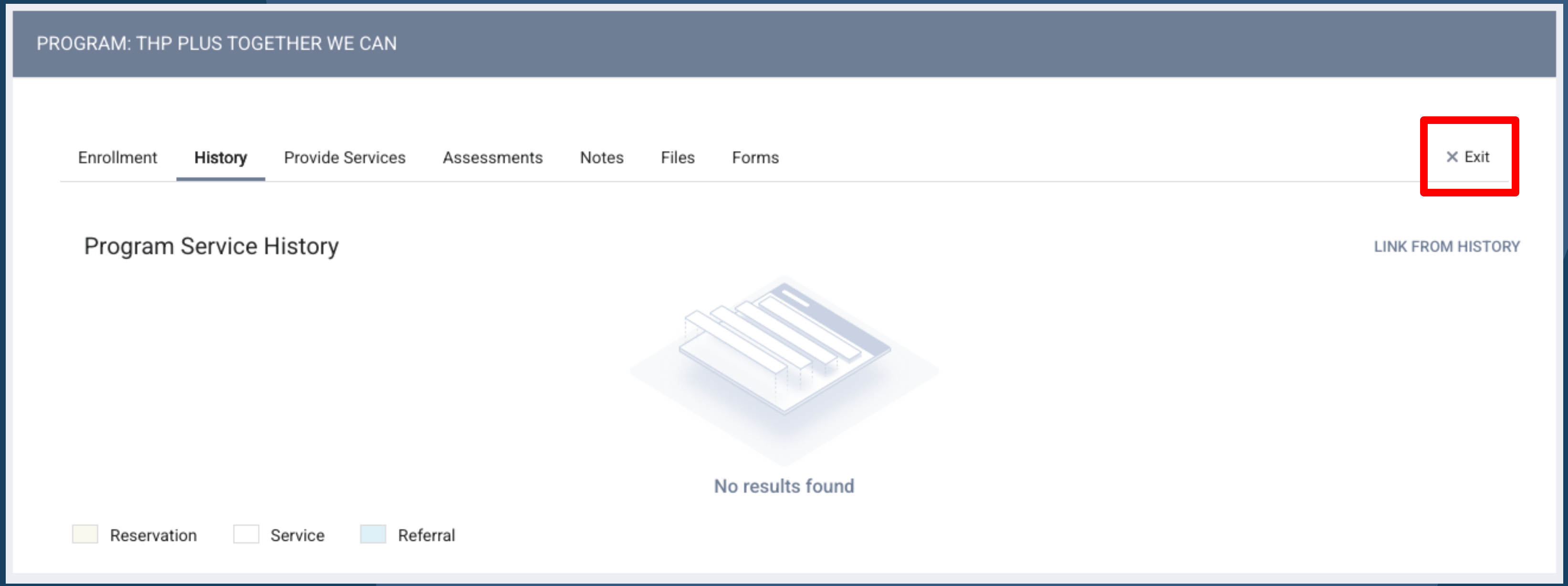
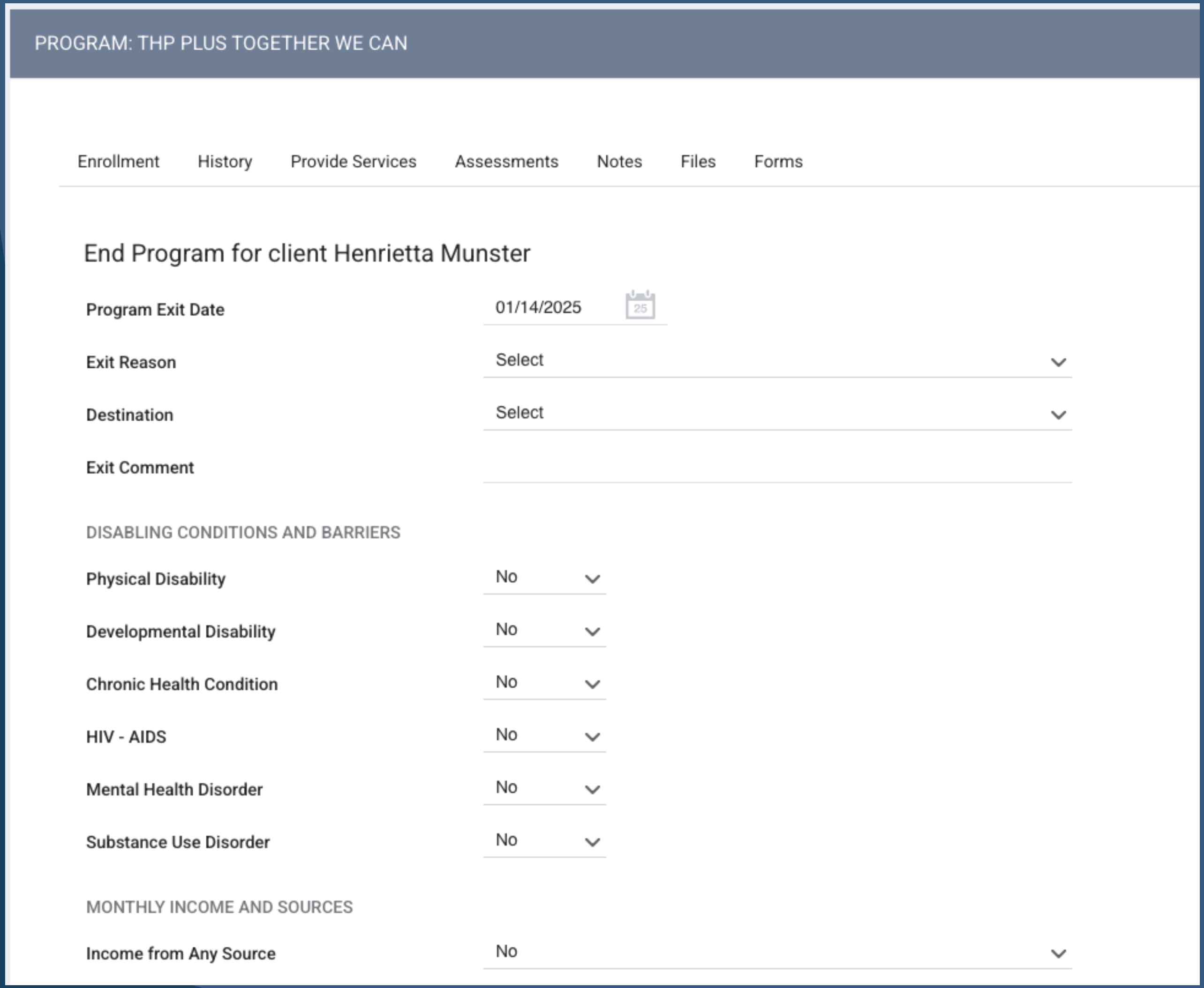
Program Exits

To exit a client:

1. Go to client enrollment
2. Click ‘Exit’ in the top righthand corner of enrollment
3. Complete Exit form and click ‘Save & Close’




PROGRAM: THP PLUS TOGETHER WE CAN

Enrollment | History | Provide Services | Assessments | Notes | Files | Forms

End Program for client Henrietta Munster

Program Exit Date	01/14/2025
Exit Reason	Select
Destination	Select
Exit Comment	

DISABLING CONDITIONS AND BARRIERS

Physical Disability	No
Developmental Disability	No
Chronic Health Condition	No
HIV - AIDS	No
Mental Health Disorder	No
Substance Use Disorder	No

MONTHLY INCOME AND SOURCES

Income from Any Source	No

Program Exits: Exit Form

- Program Exit Date is the date that the client exited from the program
- Exit Reason is the precipitating event that directly led to the client leaving the program
- Destination is where the client is residing upon exiting the program
- Most information will automatically populate from the client's enrollment screen
  - *Be sure to read through the responses* to confirm that the information is still accurate for the client

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Reporting

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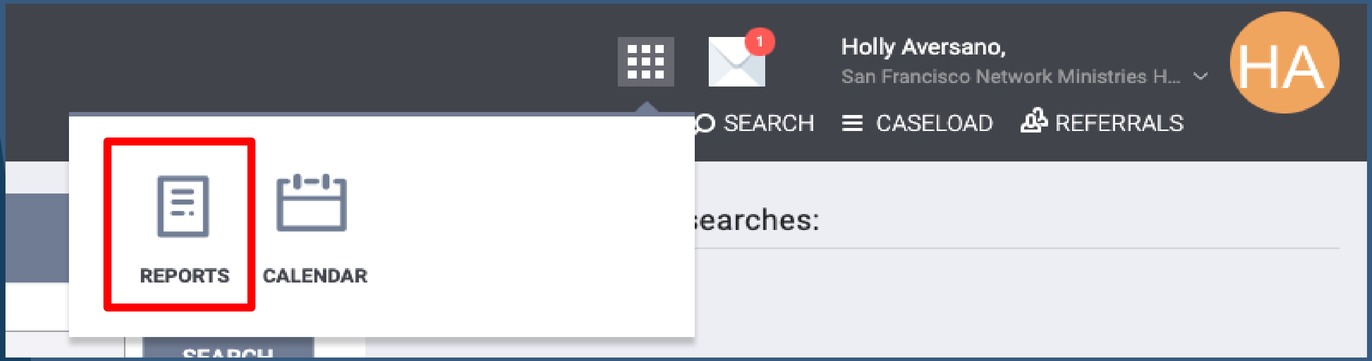
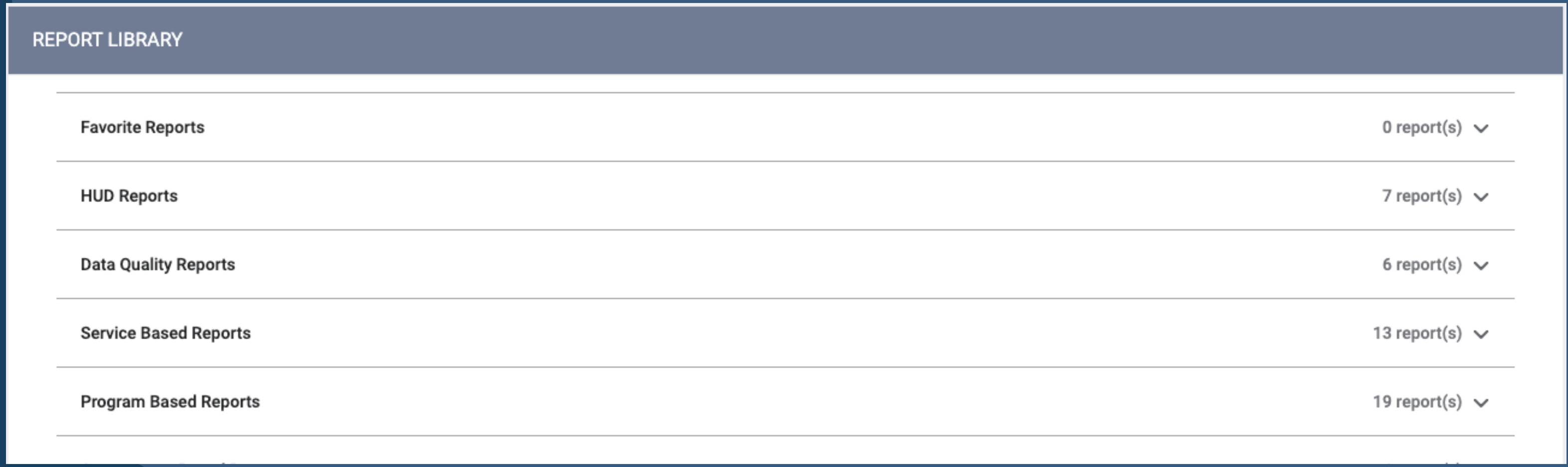
Reports Library





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

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Program Roster Report

- [GNRL-106] Program Roster
  - Found in Reports Library under Program Based Reports
  - Lists program stay and relevant household information for selected program(s)
  - Useful in ensuring program rosters, enrollments, and exits are reflected accurately the database
  - Helpful to run for Active clients within a particular reporting timeframe

Program Based Reports

- [EMPL-101] Employment Report
- [EMPL-102] Employment / Education Report
- [EXIT-101] Potential Exits
- [EXPS-103] Program Funding Source Financial Detail
- [GNRL-105] Program Participation Summary
- [GNRL-106] Program Roster
- [GNRL-220] Program Details Report [2022]

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff
Program: THP Plus Together We Can												
Munster, Henrietta	**E3C2C4530**	04/04/1994	30	30	01/14/2025	-	1		0	0	0	H. Aversano
Baggins, Frida	**337A18C03**	03/03/1939	85	85	01/01/2025	-	14		0	0	0	H. Aversano
Wise, Sam	A07FA1773	02/02/1972	52	52	01/01/2025	-	14		0	0	0	H. Aversano
Fish, Goldie	**D8A09E9B9**	03/03/1993	31	31	12/24/2024	01/14/2025	21		0	0	0	H. Aversano

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ONE System Website:

⇢ onesf.clarityhs.com

ONE System Help Site:

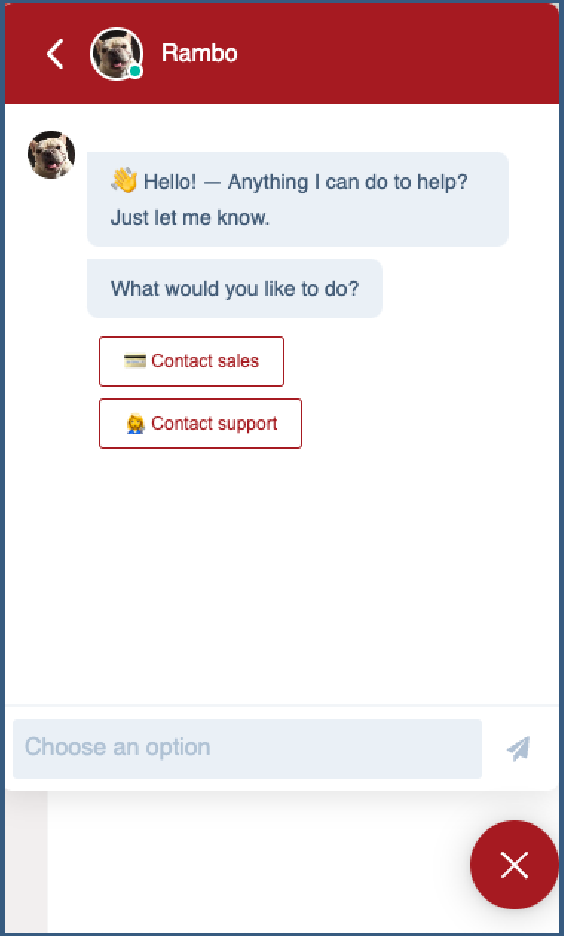
⇢ onesf.bitfocus.com

Bitfocus Help Desk

⇢ onesf@bitfocus.com

⇢ 415.429.4211

Help Desk Widget (On ONESF Help Center Website and Bitfocus Help Site)



Questions?

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