



Monthly Agency Leads Meeting

San Francisco, April

2026



Today's Agenda

Welcome!

System Updates

Site Based PHS Move In Dates Changes

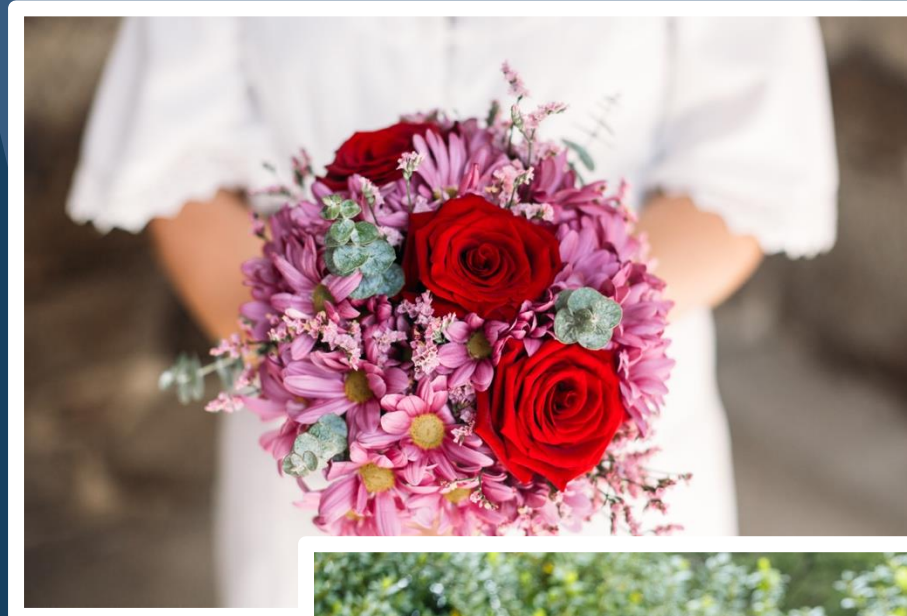
Reminders From the Help Desk

Wrap Up

Welcome!

Do you garden or own plants?
What's your favorite plant?

--->Please share your name,
pronouns, and agency in the
chat!



System Updates

- > New Privacy Training will become **mandatory** for new accounts on May 1st
- > Reminder: **New ROI Process** implemented in ONE as of Feb, please only upload HRS ROIs to the Privacy Tab
- > Federal Reporting Season continues:
 - > HIC/PIT: data cleanup in progress
 - > PIT date was morning Jan 29
 - > Finalized report due to HUD on **Apr 30**



Site Based PSH Move-In Date Updates



- > *Only applies to site-based PSH projects. Scattered-site programs are not affected.*
- > Change effective April 6
- > This change automatically aligns the **Program Start Date, Housing Move-In Date, and Initial Unit Start Date** for site-based PSH projects.
 - > Program Start date (1) automatically fills in the initial inventory unit start date (2), which then automatically fills in the Housing Move-In Date

Enrolling a client with a referral

Program Date **1**

TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed

HOUSING MOVE-IN DATE IS WHEN CLIENT MOVES IN TO THE UNIT

⚠ You cannot edit the Housing Move-In Date field directly.
For a **new enrollment**, the Housing Move-In Date will default to the enrollment's Program Date. Please verify that the Program Date at the top of the screen is correct before completing the enrollment.
For an **existing enrollment**, the Housing Move-In Date can only be updated by editing the client's initial Unit Start Date from the Unit/Beds tab.

Housing Move-In Date **3**

INITIAL OCCUPANCY INFORMATION

Unit/Bed	Initial Occupancy Start Date
309 Camelot Hotel, Camelot Hotel	<input type="text"/>

2

SAVE & CLOSE CANCEL

Program Date 1 04/24/2026

TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed No

HOUSING MOVE-IN DATE IS WHEN CLIENT MOVES IN TO THE UNIT

You cannot edit the Housing Move-In Date field directly.
For a **new enrollment**, the Housing Move-In Date will default to the enrollment's Program Date. Please verify that the Program Date at the top of the screen is correct before completing the enrollment.
For an **existing enrollment**, the Housing Move-In Date can only be updated by editing the client's initial Unit Start Date from the Unit/Beds tab.

Housing Move-In Date

ADD UNIT/BED

Start Date 2

End Date

Eligibility Override

Eligible For Partial Dates

Available Units/Beds 108 (Le Nain Hotel, Le Nain Hotel)1

Current Instance time: 04/24/2026 04:20 PM

ADD CANCEL

Enrolling a client without a referral

HOUSING MOVE-IN DATE IS WHEN CLIENT MOVES IN TO THE UNIT

You cannot edit the Housing Move-In Date field directly.
For a **new enrollment**, the Housing Move-In Date will default to the enrollment's Program Date. Please verify that the Program Date at the top of the screen is correct before completing the enrollment.
For an **existing enrollment**, the Housing Move-In Date can only be updated by editing the client's initial Unit Start Date from the Unit/Beds tab.

Housing Move-In Date 3

Site Based PSH Move-In Date Updates

---> Goal is to align all the start dates associated with a move in and improve data accuracy

---> We've implemented several warning messages on the enrollment screen to help staff understand how this works

Warning when completing a move in with a referral

HOUSING MOVE-IN DATE IS WHEN CLIENT MOVES IN TO THE UNIT

⚠ You cannot edit the Housing Move-In Date field directly.
For a **new enrollment**, the Housing Move-In Date will default to the enrollment's Program Date. Please verify that the Program Date at the top of the screen is correct before completing the enrollment.
For an **existing enrollment**, the Housing Move-In Date can only be updated by editing the client's initial Unit Start Date from the Unit/Beds tab.

Housing Move-In Date

Warnings when completing a move in without a referral

HOUSING MOVE-IN DATE IS WHEN CLIENT MOVES IN TO THE UNIT

⚠ You cannot edit the Housing Move-In Date field directly.
To populate the Housing Move-In Date field, go to the Units/Beds tab after saving this enrollment screen and assign a unit to this client. The unit's Start Date will automatically populate the Housing Move-In Date field.

Housing Move-In Date

INITIAL OCCUPANCY INFORMATION

⚠ Please go to the Units/Beds tab to fill out the Initial Occupancy Start Date/Housing Move-in Date.

Unit/Bed	Initial Occupancy Start Date
<input type="text"/>	<input type="text" value=""/> AM

Reminders From the Help Desk

Personally Identifiable Information (PII) Reminder: Client Confidentiality/Privacy



- Please only use the Clarity Unique Identifier (UID) when submitting any requests instead of using a client's Personally Identifiable Information (PII) (e.g. name, SSN, DoB etc)
- Additionally, please ensure to block out PII from any screenshots, reports, or files you send to us
- Using the Unique Identifier instead of personal information helps us ensure your data remains secure

Releases of Information Uploads

- ONE is set up so only one ROI is needed per client.
 - ONE will not allow for overlapping ROIs
 - Please do not extend the length of an ROI within ONE to be longer than what is already listed.
- If a new ROI needs to be added, the previous ROI must be ended the the day before the new one starts.
- Staff can only end ROIs uploaded by agencies they have access to.
 - If you or your staff do not have access to an agency, send a help desk ticket to have the ROI ended.

RELEASE OF INFORMATION					ADD RELEASE OF INFORMATION (+)
Permission	Type	Start Date	End Date	Version	
Yes					
TRAIN - Episcopal Community Services CA-501	Verbal Consent	01/09/2024	01/09/2027	V.4	

RELEASE OF INFORMATION	
Permission	Yes <input type="text"/>
Start Date	04/27/2025 <input type="text"/>
End Date	04/27/2025 <input type="text"/>
Documentation	Verbal Consent <input type="text"/>
<input type="button" value="SAVE CHANGES"/> <input type="button" value="CANCEL"/>	

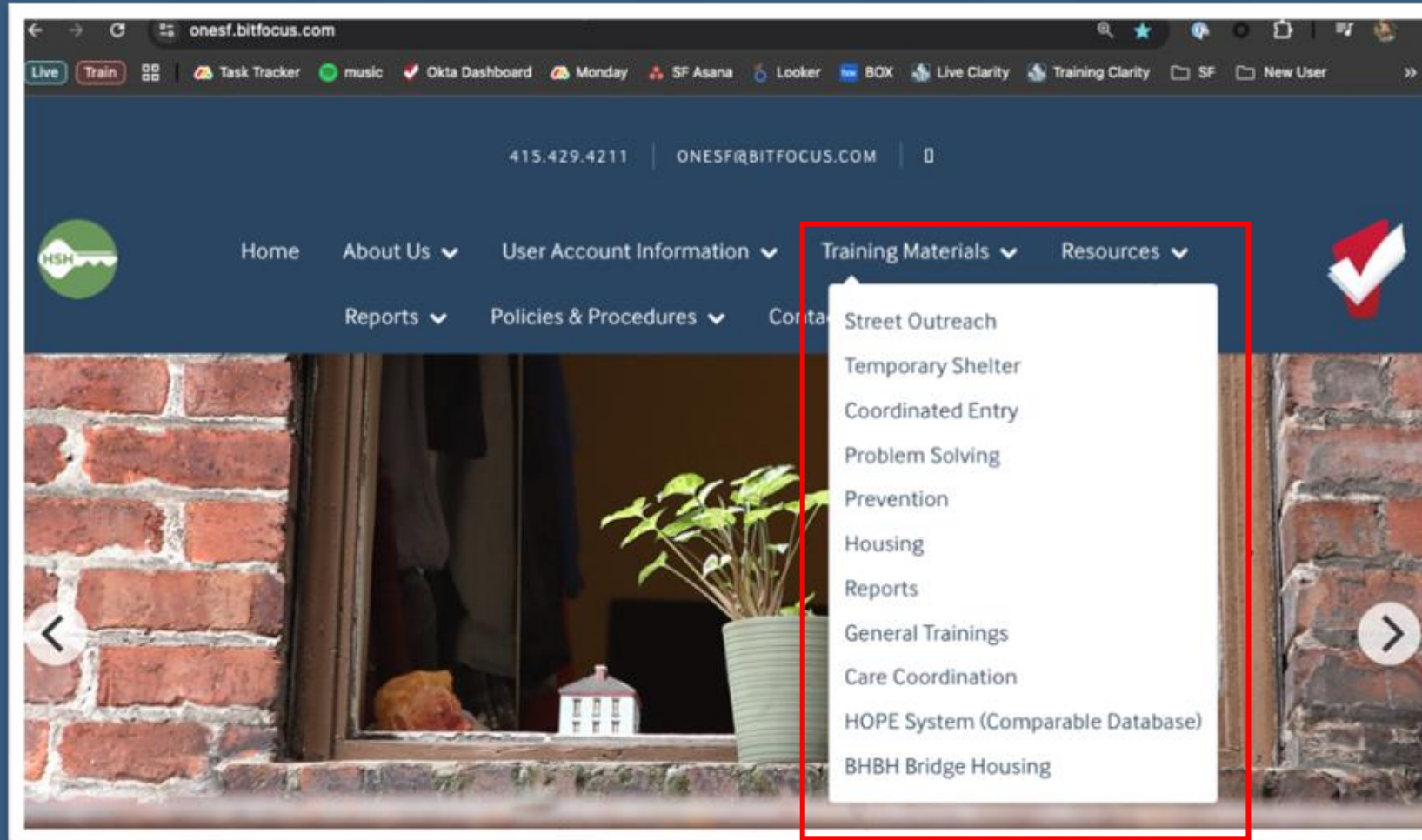
Only 1 ROI can be added per active Start/End Date

Support Tip: Please Create a New Ticket for Each New Request

- Please create new tickets for each new issue, request or support question, rather than replying to an old ticket.
- This ensures better tracking and support for each issue and to make previous tickets easy to find and reference.



SF Help Website Training Pages



SF Help Website Training Pages

Housing

Permanent Supportive Housing Providers and Property Managers

- ✔ [Site-Based PSH Housing Toolkit](#)
- ✔ [Site Based Inventory - Training Slides](#)
- ✔ [Site Based Inventory - Training Video](#)
- ✔ [Annual Assessments, Eviction Notices & Unlawful Detainers, and Exit Reasons – Slides](#)
- ✔ [Annual Assessments, Eviction Notices & Unlawful Detainers, and Exit Reasons – Training Video](#)

MHSA

- ✔ [MHSA Service Tip Sheet](#)
- ✔ [MHSA Service Workflow Training Slides](#)
- ✔ [MHSA Service Workflow Training](#)
- ✔ [MHSA No Service Workflow Training Slides](#)
- ✔ [MHSA No Service Workflow Training Video](#)

Scattered Site Training Documents

- ✔ [Scattered Site Training Video - Part 1](#)
- ✔ [Scattered Site Training Video - Part 2](#)
- ✔ [Scattered Site Training Video - Part 3](#)



DEPARTMENT OF HOPELESSNESS AND SUPPORTIVE HOUSING

ONE System Housing Inventory

Final Phase Go Live – Housing Providers
February 28, 2024



DEPARTMENT OF HOPELESSNESS AND SUPPORTIVE HOUSING

ONE System Housing Toolkit

Site-Based Permanent Supportive Housing
Updated March 2024

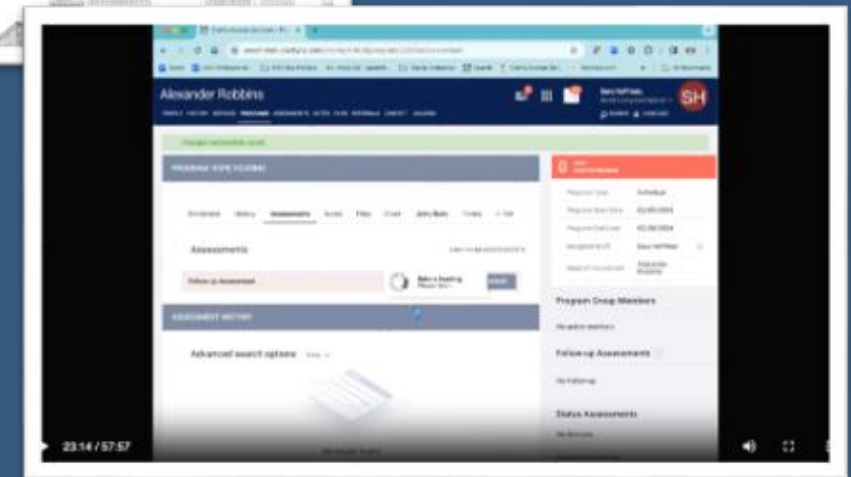
This toolkit contains tip sheets designed to help you complete your necessary work in the ONE System. You can search individual topics using the table of contents below.

There are additional resources available to you on the ONE System Help Site and the ONE System Client Center. [Click here for more information.](#) This toolkit focuses on the PSH workflow and is not exhaustive, so we encourage you to use these sites for important information on Supportive Housing and the ONE System. [Click here for more information.](#)

If you or your supervisor have questions or concerns that are not addressed in this toolkit or either of the linked help sites, please contact the ONE System support team by email at one@dhhs.ca.gov or your Site Program Manager.

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Alexander Robbins

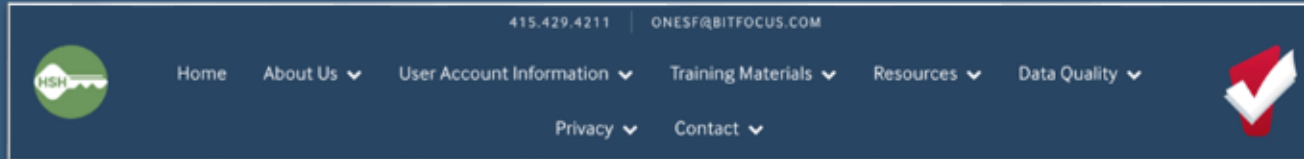
Program Group Members

Follow-up Assessments

Status Assessments

23:14 / 57:57

SF Help Website New Staff Page



We would like to get your account setup as quickly and easily as possible so you can begin your workflow. Below, you will find a step by step process that will guide you in what you will need so we can expedite your New User Request when it is received.

All prospective ONE System users must complete the following:

New Users

New Users will need to complete the following trainings as a requirement for all new users:

- **Clarity Human Services General Training**
- **Homeless Response System Privacy Training**

Be sure to use your work email address to create an account on the training site. If you have any questions, please contact the Help Desk when your ONE System credentials are created.

Now that you have completed the required trainings, please **notify your One System Agency Lead**. The Agency Lead will make the request to Bitfocus for your New User Account.

Please note that additional training may be required for your workflow. Please refer to the [ONE System Training](#) page for more information on what training is needed.

Access Roles

The following chart is a visualization of the Access Roles and their specific functions in ONE.

Access Roles	ONE Functions												
	Client Profile	History	Services	Events	Programs	Assessments	Notes	Files	Locations	Referrals	Inventory	Reports	Data Analysis
INICAMP													
VSP	x	x	x		x	x	x	x	x			x	x
Client Lookup - View Only	x	x	x		x	x	x	x	x				
Property Manager	x				x			x		x	x	x	x
Community Partner	x	x						x				x	x
Frontline Staff	x	x	x	x	x			x				x	x
Program Supervisor - Referrals	x	x	x	x	x	x	x	x	x	x		x	x
Temporary Shelter User	x	x	x	x	x	x	x	x	x	x	x	x	x
Family Shelter User	x	x	x	x	x	x	x	x	x	x	x	x	x
Temporary Shelter with Attendance	x	x	x	x	x	x	x	x	x	x	x	x	x
Street Outreach	x	x	x	x	x	x	x	x	x	x		x	x
Access Partner	x	x	x	x	x	x	x	x	x				
Access Point Staff	x	x	x	x	x	x	x	x	x	x	x	x	x
Housing Program Manager + Case Management	x	x	x	x	x	x	x	x	x	x	x	x	x
HR Staff	x	x	x	x	x	x	x	x	x	x	x	x	x
HR Matchmaking	x	x	x	x	x	x	x	x	x	x	x	x	x

*Only for HR staff

Updated: 03/09/2026



Don't forget about Office Hours!

- > ONE System Office Hours occur every 4th Tuesday of the month at 2pm
- > Available to everyone who is a user of the ONE System
- > No problem too big, no question too small!
- > Register at [bitfocus.zoom.us/meeting/register/tZcrce-rqTouHNZejrOoeylqx7faH4_LdNK#/registration](https://bitfocus.zoom.us/join/tZcrce-rqTouHNZejrOoeylqx7faH4_LdNK#/registration)

Helpful Resources



ONESF Help Center Website

- onesf.bitfocus.com

Bitfocus Help Center

- help.bitfocus.com

Bitfocus Helpdesk

- onesf@bitfocus.com
- 415.429.4211

Announcements

Monthly Office Hours:

- April 28th @2pm
- May 26th @2pm

Agency Leads Meeting:

- May 25th@ 10:30am

Registration Links: onesf.bitfocus.com



Thank You From Your SF Team!



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