



Monthly Agency Leads Meeting

San Francisco, August 2025

Today's Agenda

Welcome

System Updates

Households in ONE

Wrap Up & Future Meeting Discussion

Welcome!

It's time for some Bay Area Trivia

- > Get your phones out!
- > Share your name, pronouns, and agency in chat



System Updates

2026 Data Standards updates are still on the horizon!

---> What are Data Standards?

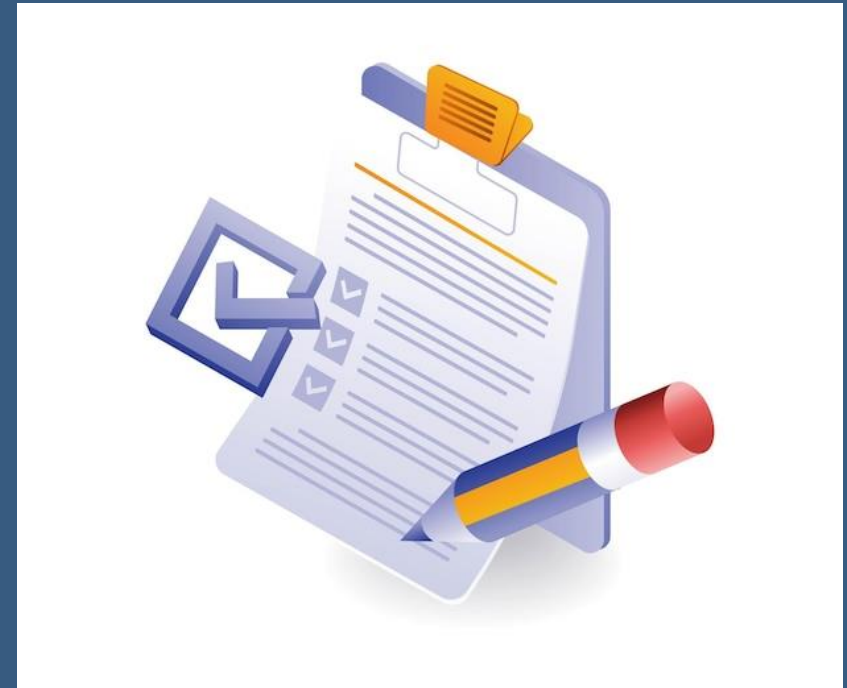
- > Data Standards specify what data the federal government requires a community's HMIS to collect

- > Released by HUD every 2 years

---> HUD has not yet released the final version of the 2026 Data Standards

- > Stay tuned for updates from HSH and from Bitfocus, as we hear more from HUD

- > Plan for changes to go live on October 1



New in ONE this month

- Small update to auto-exit threshold logic in ONE
 - Auto-exits from programs do not count as “activity” that will keep someone active on the Community Queue
 - [Updated materials](https://onesf.bitfocus.com) available online at onesf.bitfocus.com

Households in ONE

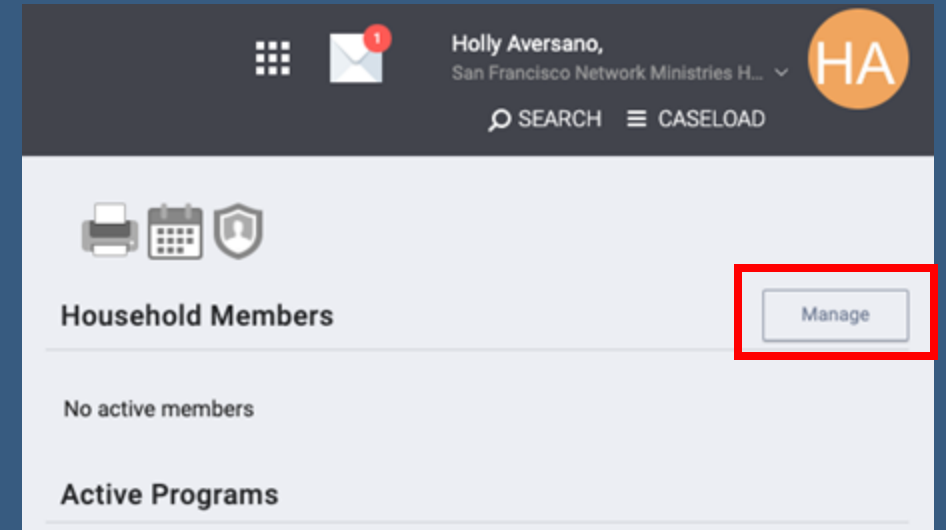
Household Errors in ONE

- > Missing Head of Households from enrollments
 - > Head of Household never designated
 - > Head of Household exited from program but family members remain; no new Head of Household is designated
- > More households served on average than program capacity
 - > Family members enrolled under multiple individual enrollments when they should be enrolled under a single group enrollment



Managing Households in ONE: Client Profile

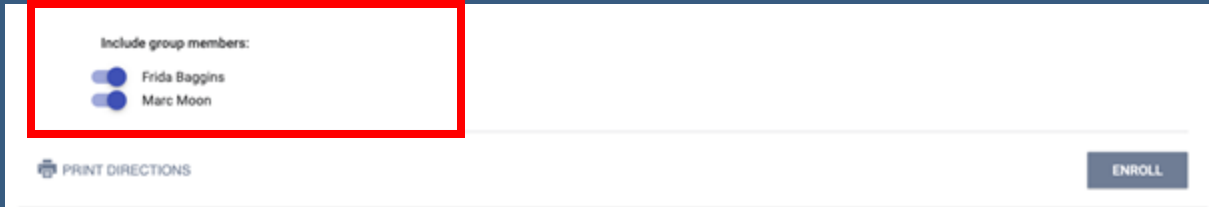
- You can add and remove household members on the client profile
- Not included in federal reports, but is a necessary step when enrolling households of 2 or more people into a program
- Be sure to indicate a Head of Household
 - Member Type should always reflect the relationship to the Head of Household



HOUSEHOLD MANAGEMENT			
Search for a Household Member			
test			SEARCH
Enter your search terms above to search for a client. Use full name, partial name, date of birth or any combination.			
Client	Date of Birth	Last Four SSN	Last Updated
Stacy TestSFNMHC	01/15/1972	6821	01/26/2023
+ Add testSFNMin Bitfocus	03/01/2000	0000	01/23/2023

Managing Households in ONE: Client Enrollment

---> You can add and remove household members while enrolling a client into a program:

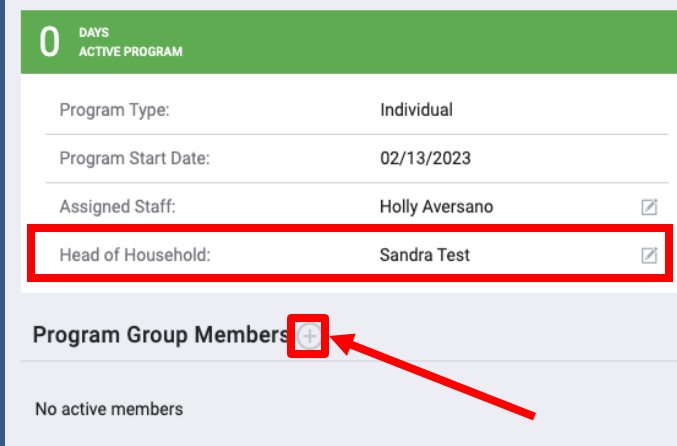


Include group members:

- ☒ Frida Bagpins
- ☒ Marc Moon

PRINT DIRECTIONS

---> Or within an active program enrollment:



0 DAYS
ACTIVE PROGRAM

Program Type:	Individual
Program Start Date:	02/13/2023
Assigned Staff:	Holly Aversano <input checked="" type="checkbox"/>
Head of Household:	Sandra Test <input checked="" type="checkbox"/>

Program Group Members

No active members

**Household members must be added as members at the client profile first before appearing as available members to add to an enrollment*

Managing Households in ONE: Head of Household

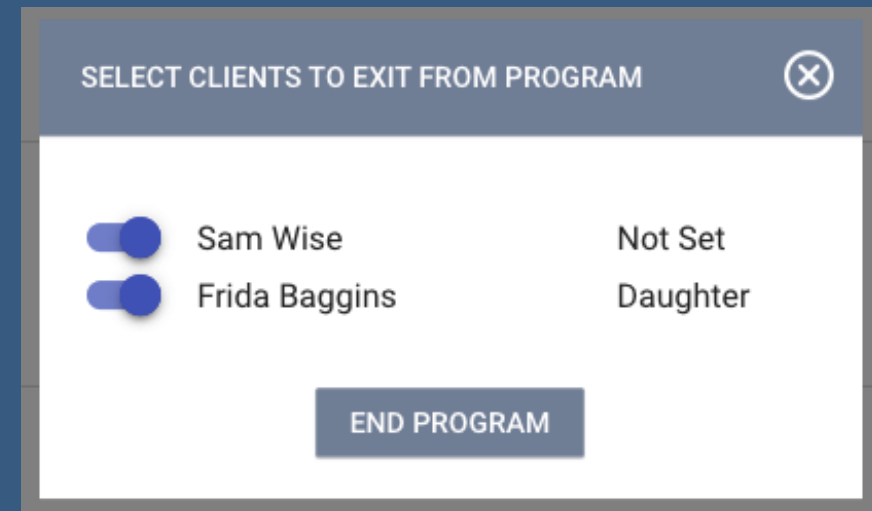
- > Be sure that a Head of Household is designated for each program enrollment
- > If the household contains adults and children, an adult must be indicated as the HoH
- > All relationships to the HoH must be recorded (i.e. child, wife, etc)

The screenshot shows a web interface for managing households. At the top, a green header bar contains the number '9' and the text 'DAYS ACTIVE PROGRAM'. Below this, a form displays the following information: 'Program Type: Group (2)', 'Program Start Date: 11/13/2024', and 'Assigned Staff: Holly Aversano'. A modal dialog box titled 'CHANGE HEAD OF HOUSEHOLD' is open in the center. It lists two household members: 'Sam Wise' with a dropdown menu set to 'Self (head of household)' and 'Frida Baggins' with a dropdown menu set to 'Head of household's child'. At the bottom of the dialog are two buttons: 'SAVE CHANGES' and 'CANCEL'. A red box highlights the entire dialog box. Another red box highlights a small icon in the top right corner of the main form area, which appears to be a pencil or edit icon.

Managing Households in ONE: Household Exits

→ Be sure to include (toggle on) relevant Household Members when exiting household from program*

*If exiting the Head of Household only, be sure that a new HoH is designated, and that the remaining members have their relationship to the new HoH updated



SELECT CLIENTS TO EXIT FROM PROGRAM		
<input checked="" type="checkbox"/>	Sam Wise	Not Set
<input checked="" type="checkbox"/>	Frida Baggins	Daughter
<button>END PROGRAM</button>		

Helpful Reports

→ [\[GNRL-106\] Program Roster](#)

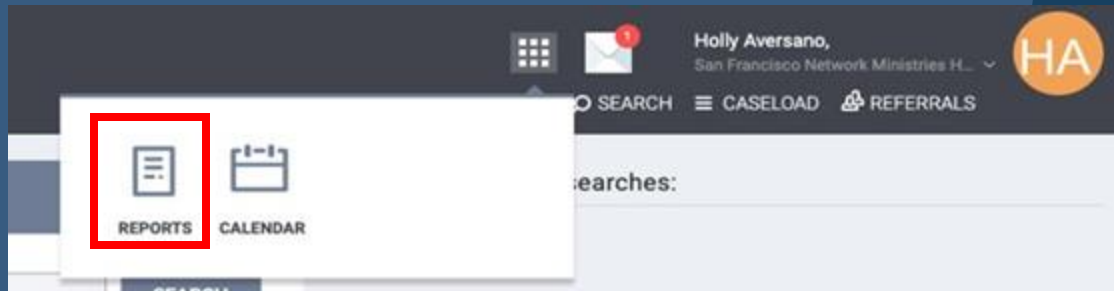
→ Useful in identifying household compositions for individual enrollments

→ Groups Households together

→ HoH Unique Identifiers are in bold text

→ Displays Enrollment Dates, Exit Dates, and Housing Move-in Dates (if applicable)

→ Need help fixing enrollment or household data? Reach out to the Bitfocus Help Desk: onesf@bitfocus.com



Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.

Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A
Program: Example Housing Program									
Potter, Glenn	82F20C4DB	05/05/1945	78	78	05/08/2023	-	291	05/08/2023	0
Fish, Goldie	D8A09E9B9	03/03/1993	30	30	01/22/2024	-	32	01/22/2024	0
Moon, Marc	BA44298E3	05/05/1995	28	28	08/07/2023	-	200	08/07/2023	0
Wise, Sam	A07FA1773	02/02/1992	31	32	01/22/2024	-	32	01/22/2024	1
Baggins, Frida	337A18C03	03/03/2023	0	0	01/22/2024	-	32	01/22/2024	0

Knowledge check



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-rqTouHNZejrOoeyxlqx7faH4_LdNK#/registration](https://bitfocus.zoom.us/join/tZcrce-rqTouHNZejrOoeyxlqx7faH4_LdNK#/registration)

Announcements

Monthly Office Hours:

- August 26 @2pm
- September 23 @2pm

Next Agency Leads Meetings:

- September 22 @10:30am
- October 27 @10:30am

Registration Links: onesf.bitfocus.com



Helpful Resources



ONESF Help Center Website

- onesf.bitfocus.com

Bitfocus Help Center

- help.bitfocus.com

Bitfocus Helpdesk

- onesf@bitfocus.com
- 415.429.4211

Thank You From Your SF Team!



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