Monthly Agency Leads Meeting

San Francisco, February 2026

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Today's Agenda

- Welcome!
- System Updates
- ONE System ROI Update
- Wrap Up

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Welcome!

How do you take your coffee or tea?

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

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System Updates

- Federal Reporting Season continues:
  - SPM: Currently in early stages of review
  - HIC/PIT: launches in Spring 2026
    - PIT date was morning January 29, 2026
- ONE System ROI process Updated

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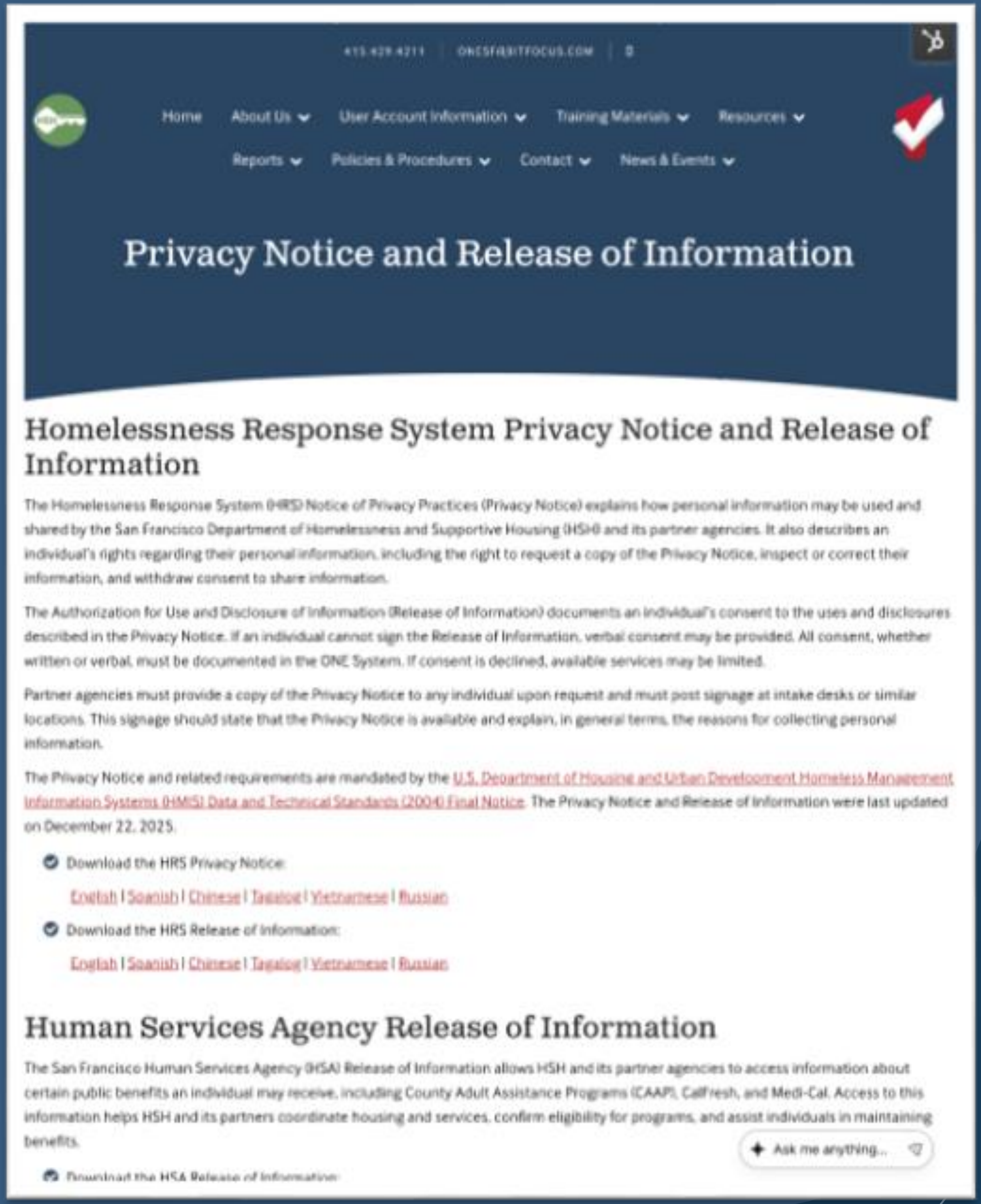
ONE System ROI Update

What Has Changed?

HSH has released updated versions of the Privacy Notice and Release of Information with the intent of enhancing clarity and accessibility while preserving legal compliance.

- Updated language to the Privacy and ROI page on the ONESF website
- New versions of the following documents:
  - HRS Privacy Notice
  - HRS Release of Information
- New process of uploading ROIs in the ONE System

All ROI and Privacy documents and additional resources such as a ONE System instructions toolkit are available at: **https://onesf.bitfocus.com/dhsh-privacy-practice-roi**



Homelessness Response System Privacy Notice and Release of Information

The Homelessness Response System (HRS) Notice of Privacy Practices (Privacy Notice) explains how personal information may be used and shared by the San Francisco Department of Homelessness and Supportive Housing (HSH) and its partner agencies. It also describes an individual's rights regarding their personal information, including the right to request a copy of the Privacy Notice, inspect or correct their information, and withdraw consent to share information.

The Authorization for Use and Disclosure of Information (Release of Information) documents an individual's consent to the uses and disclosures described in the Privacy Notice. If an individual cannot sign the Release of Information, verbal consent may be provided. All consent, whether written or verbal, must be documented in the ONE System. If consent is declined, available services may be limited.

Partner agencies must provide a copy of the Privacy Notice to any individual upon request and must post signage at intake desks or similar locations. This signage should state that the Privacy Notice is available and explain, in general terms, the reasons for collecting personal information.

The Privacy Notice and related requirements are mandated by the U.S. Department of Housing and Urban Development Homeless Management Information Systems (HMIS) Data and Technical Standards (2004) Final Notice. The Privacy Notice and Release of Information were last updated on December 22, 2025.

- Download the HRS Privacy Notice:
  English | Spanish | Chinese | Tagalog | Vietnamese | Russian
- Download the HRS Release of Information:
  English | Spanish | Chinese | Tagalog | Vietnamese | Russian

Human Services Agency Release of Information

The San Francisco Human Services Agency (HSA) Release of Information allows HSH and its partner agencies to access information about certain public benefits an individual may receive, including County Adult Assistance Programs (CAAP), CalFresh, and Medi-Cal. Access to this information helps HSH and its partners coordinate housing and services, confirm eligibility for programs, and assist individuals in maintaining benefits.

Ask me anything...

- Download the HSA Release of Information:

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When Will These Changes Take Effect?

These changes will go into effect on February 23rd, 2026.

- Please use the updated Privacy Notice and ROI going forward (no need to revise ROIs already in signed and in ONE)
- Continue to:
  - Document a client's signed ROI in the ONE System.
  - Provide a copy of the Privacy Notice upon request.
  - Post signage at each intake desk or comparable location stating that the Privacy Notice is available and briefly explaining why personal information is collected.

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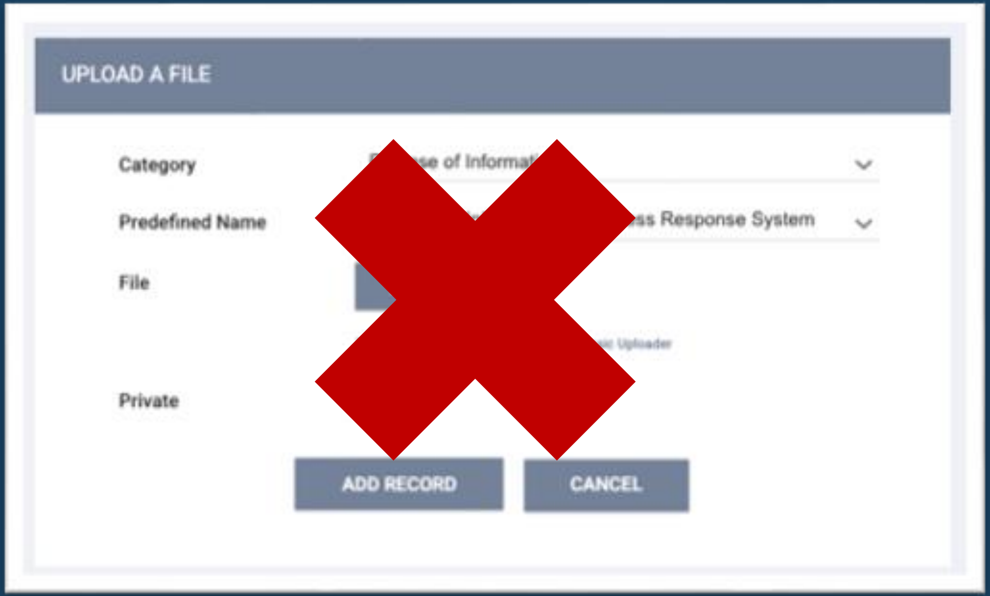
How Do I Document ROIs in the ONE System?



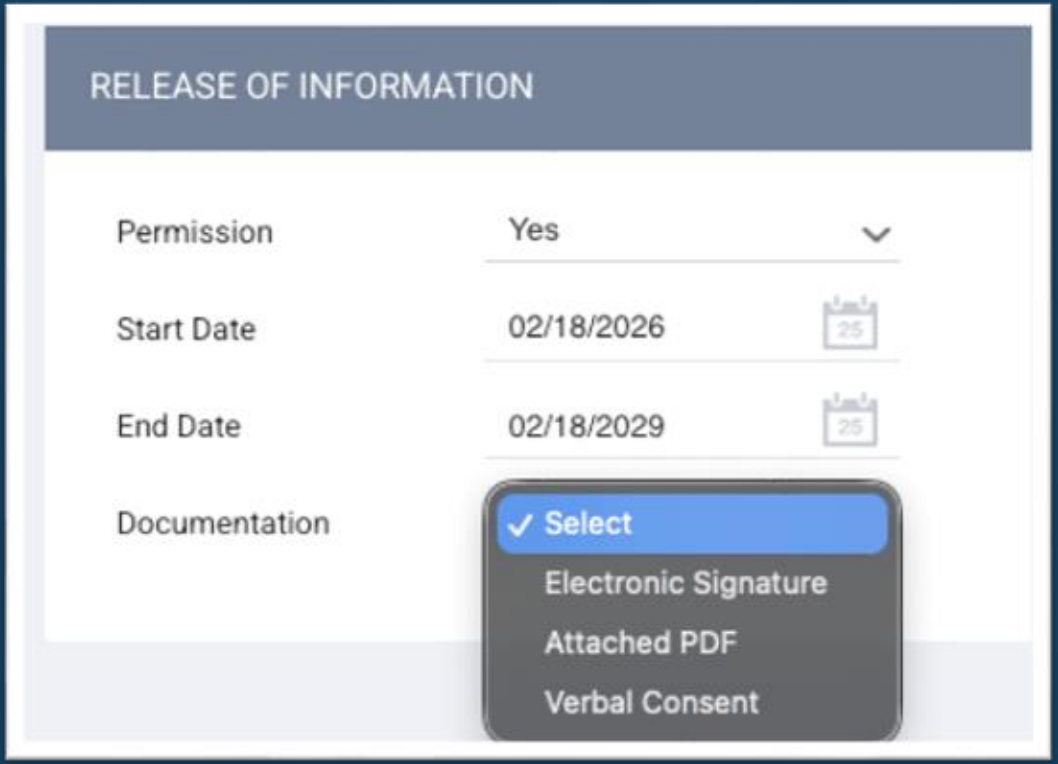
You no longer need to upload a separate copy of the HSH ROI to the files section—instead, you/your client may provide an e-signature in the system, or you can upload a scanned copy directly into the ROI section in ONE.

There are several situations when you will record a new ROI and or update an existing one:

- When creating a new client record
  - If a client declines to sign an ROI, this is also recorded
- Making an update to an expiring client's ROI

New Client Record

- **Permission:** Leave set to Yes. (This should only be *No* if the client refuses to sign and is seeking services at a low barrier program)
- **Start Date:** Set the Start Date to today's date (or the date of the client's signature on the ROI form).
- **End Date:** Will default to 3 years from the start date. Do *not* change this unless an earlier date is specified on the ROI in the Expiration section
- Documentation options:
  - Electronic Signature: to sign the ROI on-screen. May also be used if signing on behalf of a client's verbal consent
  - Attached PDF: upload a copy of the signed paper
  - Verbal Consent: if only verbal consent is given, check the box and save a *blank* signature



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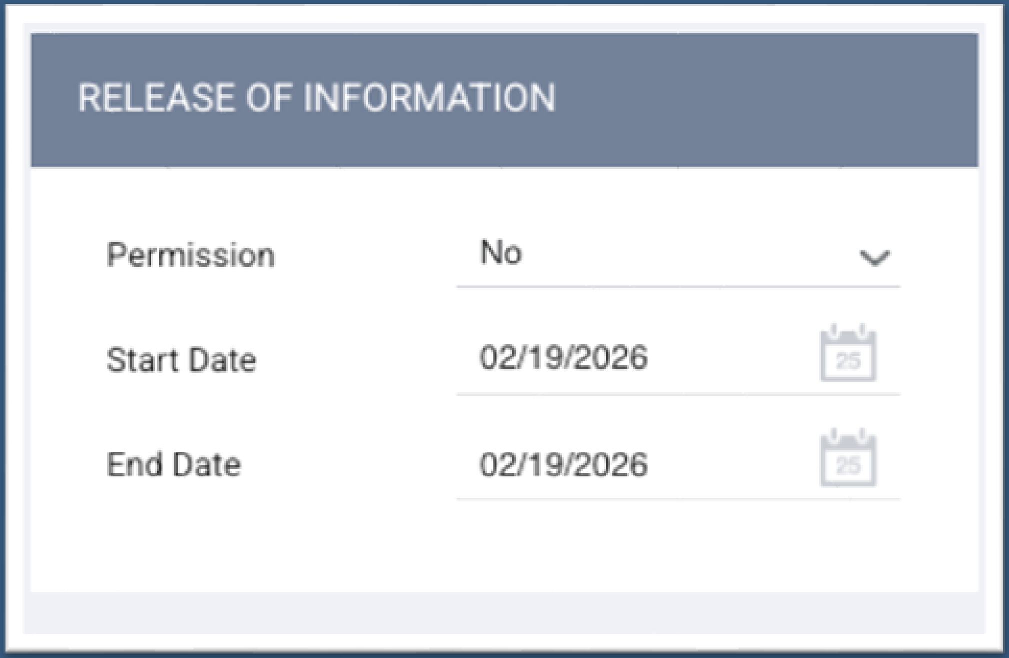
If A Client Declines to Sign an ROI



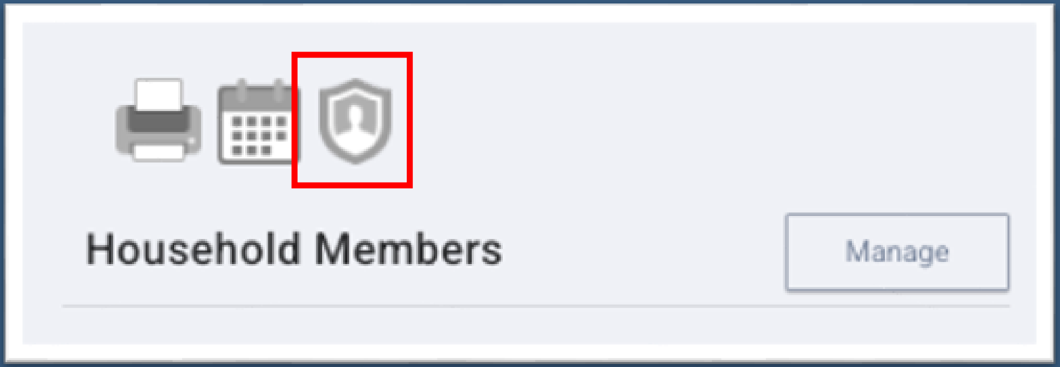
If a client declines to sign an ROI when seeking emergency services, the refusal must till be documented in ONE. Use the following responses to do so:

- **Permission:** No
- **Start Date:** defaults to today's date
- **End Date:** same as the start date

Proceed to create the client's profile using any available information they give

- A first/last name is required to create a profile, this can be a nickname, fake name or code name.
- Client's SSN can be anonymized as : XXX-XX-XXXX
- For the rest of the required profile fields, use the "Client prefers not to answer" response

Updating an Existing Record



To update a missing or expired ROI on an existing record, click the shield icon on the client's profile to access the Privacy page

- Here you can add a new ROI or make edits to an existing ROI by clicking on the pencil and paper icon
- If an ROI is expiring, do not extend an existing ROI, please add a new ROI record.
- Only one ROI can be active at a time
- You can pick the same ROI documentation options as when you are creating a new client record

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Privacy Rights for Minors

Generally, a parent or legal guardian's ROI also applies to all minor household members. However there are some exceptions when minors may control their own privacy rights and provide their own consent

- Emancipated minors (age 14+) who are emancipated, married, or actively serving in the military.
- Self-sufficient minors (age 15+) who live independently and manage their own financial affairs.
- Minors age 12+ receiving care related to reproductive health, mental health, substance use, pregnancy, contagious diseases, rape or sexual assault.
- Minors age 12+ who consent to a health assessment without parental consent.
- Minor victims of child abuse or neglect.
- Minors who are dependents or wards of the court.

If a minor falls under one of these exceptions, obtain a separate ROI from the minor before sharing their information.

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-rqTouHNZejrOoeyxlgx7faH4_LdNK#/registration

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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:

- February 24th @2pm

Agency Leads Meeting:

- March 23rd @ 10:30am

Registration Links: onesf.bitfocus.com

Thank You From Your SF Team!

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