Monthly Agency Leads Meeting

San Francisco, February 2025

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Today's Agenda

Welcome!

System Updates

Social Security Number Updates

Public Alerts

Announcements

Wrap Up & Future Meeting Discussion

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Welcome!

⋯→ What was something you've wanted to do, but haven't yet?

⋯→ Please share your name, pronouns, and agency when responding.

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System Updates

→ Federal Reporting Season is Ongoing:

⋯→ LSA submitted!

⋯→ 0 data errors

⋯→ SPM: Due date coming soon...

⋯→ HIC/PIT: Opening date to submit coming soon...

⋯→ Official HIC/PIT for SF to occur on Jan 28, 2025

⋯→ Small Change to SSN security masking and invalid SSN pop-up.
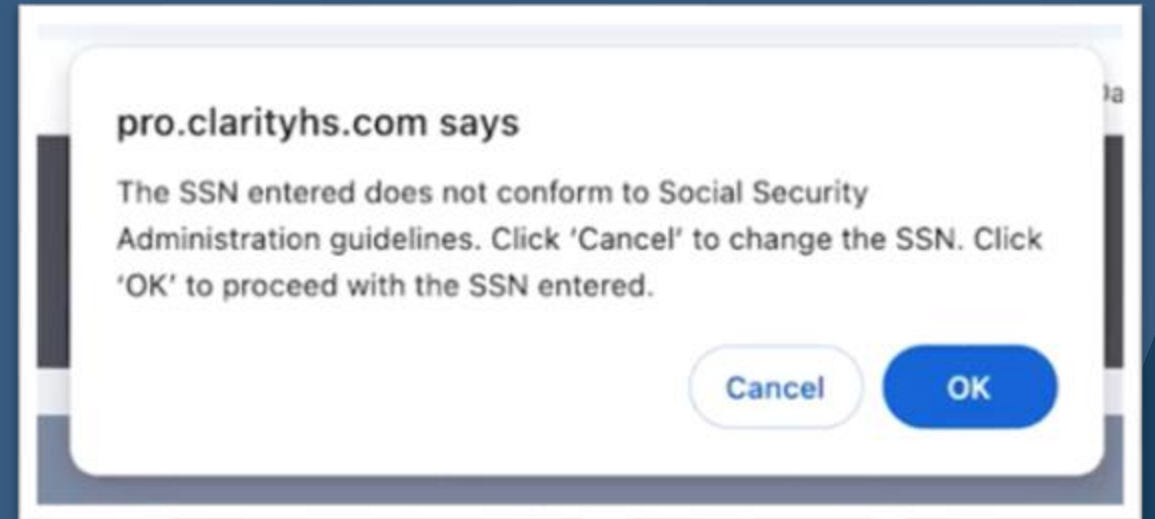

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Social Security Number Updates

Updated: Invalid SSN Pop-up
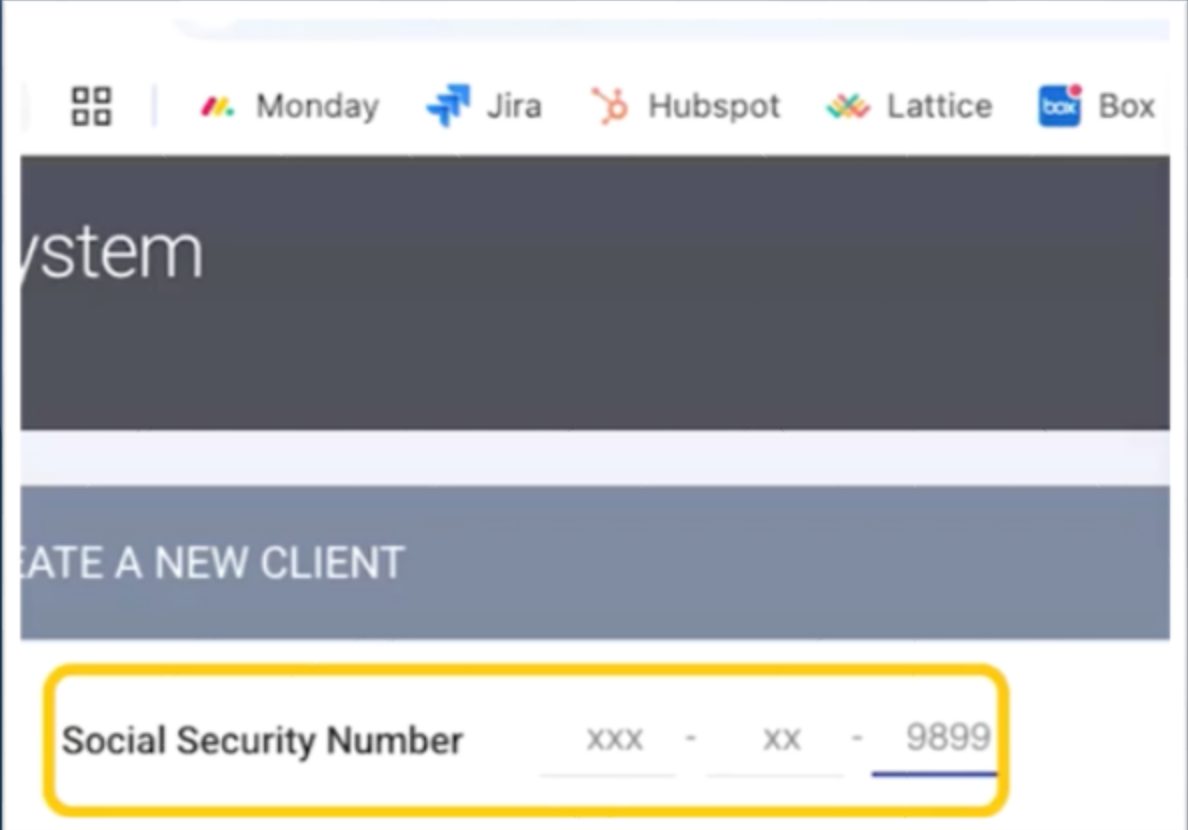*Updated*: SSN Masking

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Update: Invalid SSN Pop-up

⋯→Previous: Pop-up occurred for non-numeric inputs

⋯→Issue: Non-numeric values are accepted entries for partial SSNs.

pro.clarityhs.com says

The SSN entered does not conform to Social Security Administration guidelines. Click 'Cancel' to change the SSN. Click 'OK' to proceed with the SSN entered.

Cancel   OK

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Update: Invalid SSN Pop-up

···→Solution: Pop-up no longer appears for valid SSN entries

Update: SSN Masking

Previous: SSNs were masked using "X"

Issue: Non-numeric values are accepted entries for partial SSNs.

Solution: Mask SSNs with an asterisk *

CLIENT PROFILE

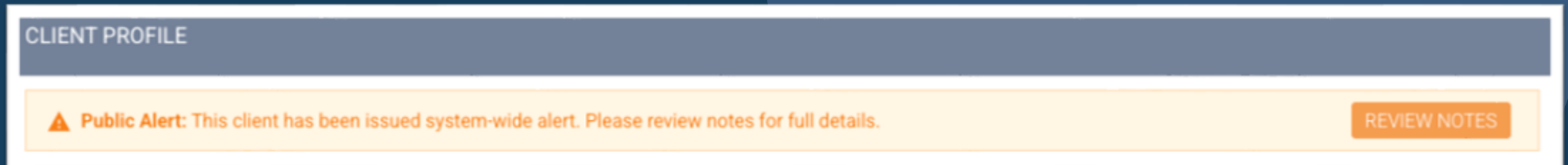Social Security Number   *** - ** - 98xx

Quality of SSN   Approximate or partial SSN reported

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Public Alerts

Public Alerts

⋯→Public Alerts provide a way to direct ONE System users to important information within a client record by displaying an alert

⋯→In the client record, Public Alerts appear as a gold banner across the top of the client profile

⋯→*Public Alerts can only be edited/changed by a user from the same agency as the one that created it*

CLIENT PROFILE

⚠ Public Alert: This client has been issued system-wide alert. Please review notes for full details.   REVIEW NOTES

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Public Alerts: Keys Points

01. Stick to facts

02. Protect Privacy

03. Use neutral language

04. Be clear and concise; a long note may not be read

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Public Alerts: How to Use Them

Indicate A Client's Contact Information Has Changed

Indicate a BOLO (Be On the Lookout) has been issued to locate the client

Inform other users who view the client's profile that an important deadline is approaching

Announce When A Client Has Lost An Item And/Or An Item Belonging To The Client Has Been Found

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Public Alerts: What Not To Do

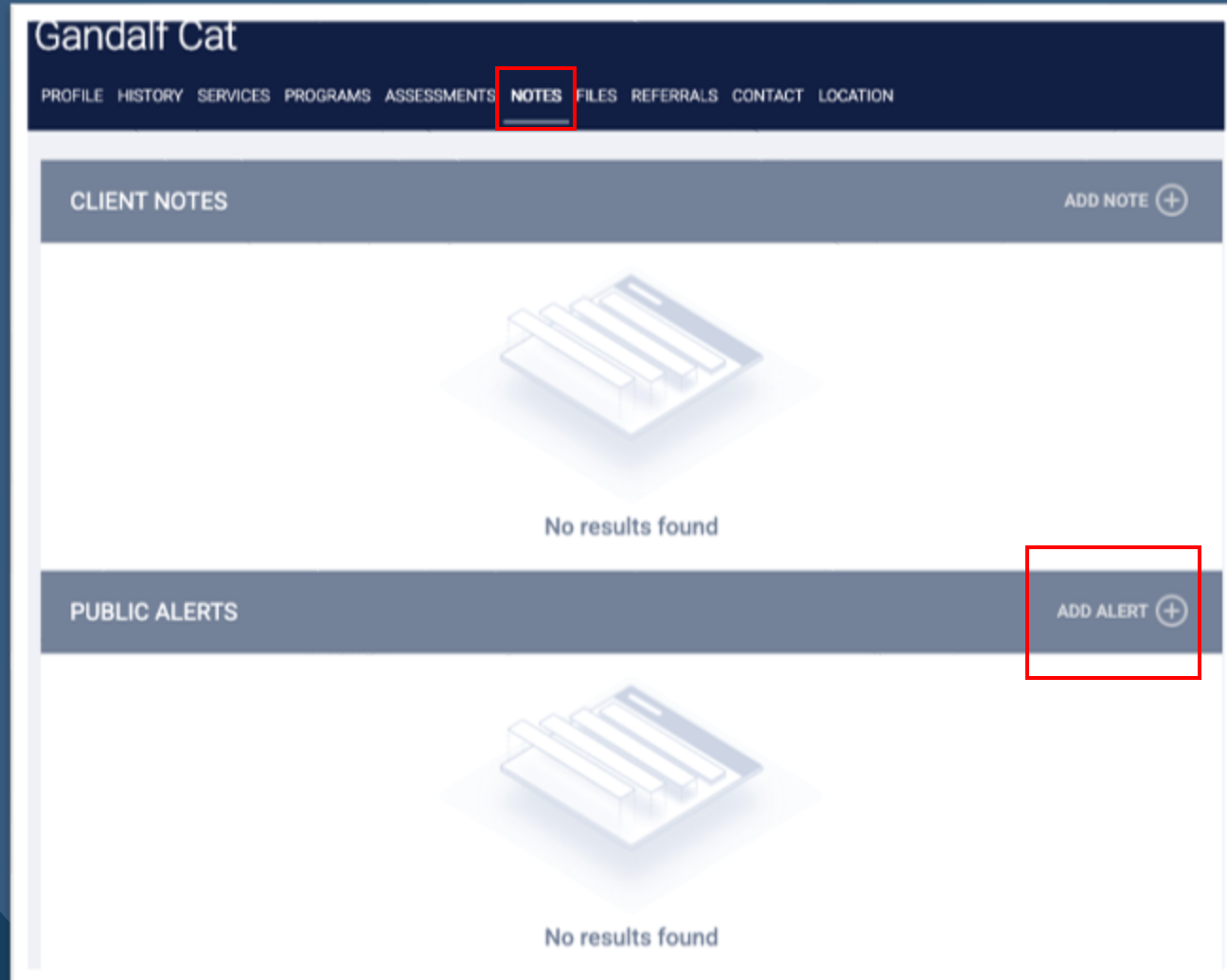Share Physical Health Or Behavioral Health Details About A Client

Share Criminal History Details About A Client

Share Information About Other Clients

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Public Alerts: How to Add

→ From the client's profile screen, click on the NOTES tab

→ Then click on the "Add Alert +" button to start a new alert

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Public Alerts: How to Add

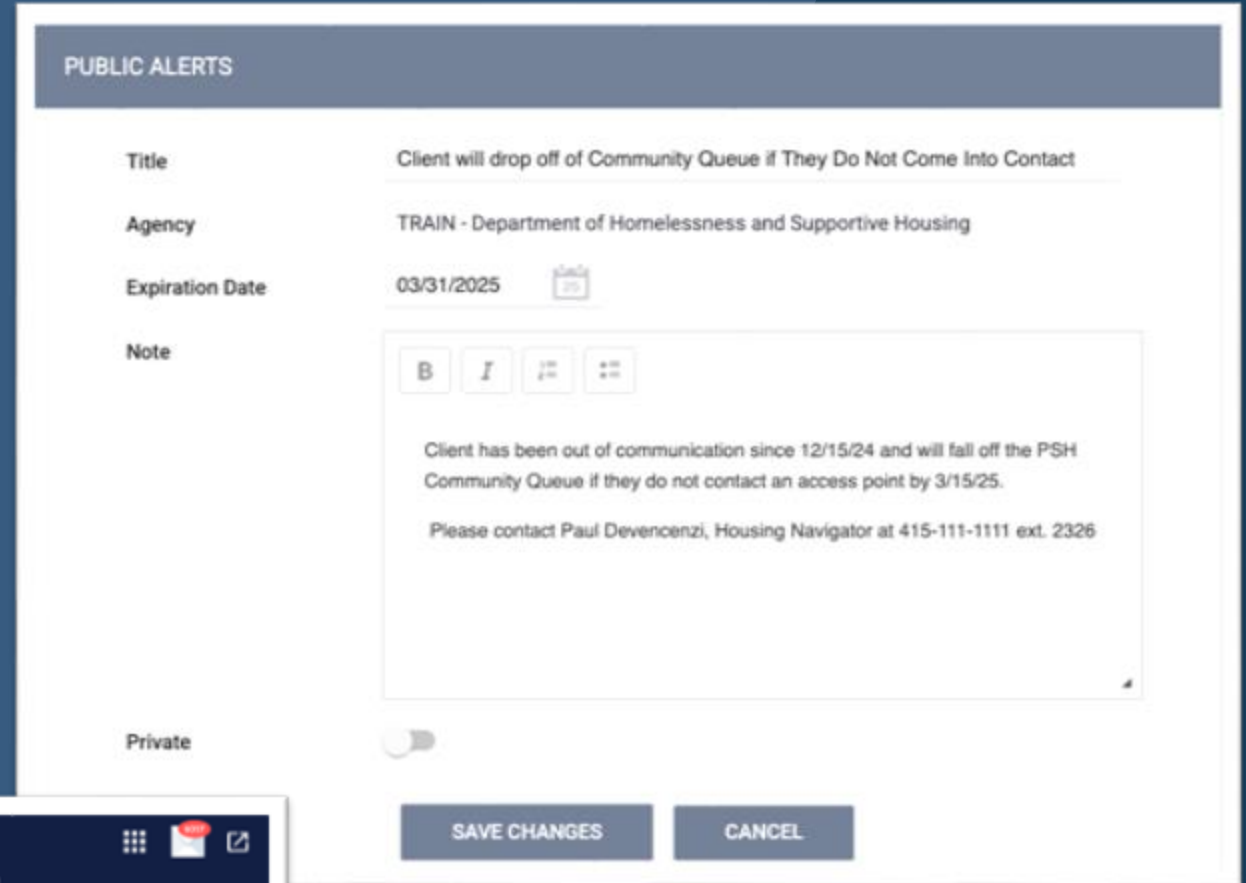→ You can edit the following items for the public alert:
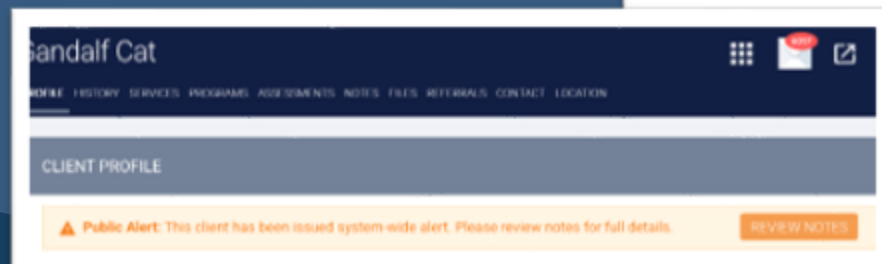 → Title
  → Expiration Date (required)
  → Note

→ *Agency* will default to the Agency you are under and cannot be changed.

→ Click "Save Changes" to add the alert

PUBLIC ALERTS

Title	Client will drop off of Community Queue if They Do Not Come Into Contact
Agency	TRAIN - Department of Homelessness and Supportive Housing
Expiration Date	03/31/2025
Note	B I ≡ ≔

Client has been out of communication since 12/15/24 and will fall off the PSH Community Queue if they do not contact an access point by 3/15/25.

Please contact Paul Devencenzi, Housing Navigator at 415-111-1111 ext. 2326

Private

SAVE CHANGES   CANCEL

andalf Cat

HOME HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION

CLIENT PROFILE

⚠ **Public Alert**: This client has been issued system wide alert. Please review notes for full details.   REVIEW NOTES

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Adobe Stock | #191226705

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-rqTouHNZejrOoeyxIgx7faH4_LdNK#/registration

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Announcements

Monthly Office Hours:
- February 25 @2pm
- March 25 @2pm

Next Agency Leads Meetings:
- March 24 @10:30am
- April 28 @10:30am

Registration Links: onesf.bitfocus.com

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Holly's Maternity Leave

⇢ Feb 4 to July 30, 2025

⇢ Paul Devencenzi will be supported by Regina Abadajos during this time

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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

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Thank You From Your SF Team!

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