Monthly Agency Leads Meeting

San Francisco, January 2026

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Today's Agenda

Welcome!

System Updates

LSA Lessons Learned

HIC/PIT Overview

Wrap Up

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Welcome!

What's one food you couldn't live without?

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

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System Updates

⟶ Federal Reporting Season is here:

⟶ LSA has been submitted!

⟶ SPM: launches in early 2026

⟶ Currently in early stages of review

⟶ HIC/PIT: launches in Spring 2026

⟶ PIT date is January 28, 2026

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LSA Lessons Learned

⋯→ Emphasis on Missing Data Elements in our PSH, RRH and Shelter programs:
- ⋯→ Race/Ethnicity
- ⋯→ Disability Status
- ⋯→ Prior Living Situation
- ⋯→ Exit Destination

⋯→ These 4 Data Elements had warning flags that were unable to be resolved by the LSA deadline
- ⋯→ Each element has an error threshold that causes a warning flag (i.e. more than 5% of clients enrolled in a Shelter program during the reporting period)

Race and Ethnicity	Data not collected ▾
	☐ Black, African American, or African
	☐ Hispanic/Latina/o
	☐ Middle Eastern or North African
	☐ Native Hawaiian or Pacific Islander
	☐ White
	☐ Client doesn't know
	☐ Client prefers not to answer
	☑ Data not collected

⋯→ "Missing Data" means that fields were saved on the screen as:
- ⋯→ "Select" or no response selected
- ⋯→ "Data not collected"
- ⋯→ "No exit interview completed" (exit destination only)
- ⋯→ "Other" (exit destination only)

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Race/Ethnicity

Lesson Learned

⋯→ Required field found on the client's profile screen

⋯→ Cannot be blank but may be *"Data Not Collected"*, all other responses are not errors

⋯→ Need to speak to a client directly to get an answer

⋯→ Staff should check this field on a client's profile when they enroll a client into a program
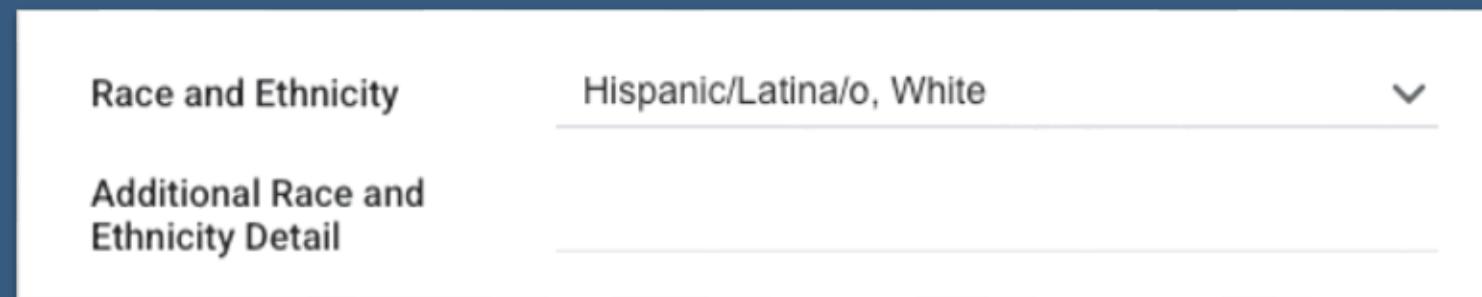
Race and Ethnicity	Hispanic/Latina/o, White ⌄
Additional Race and Ethnicity Detail	

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Disability Status

⋯→ Required field found on the client's program enrollment screen

⋯→ Only a "Data Not Collected" response is an error

⋯→ If "Yes" is selected, make sure at least one of the listed disabilities also has a "Yes" response

⋯→ If "No" is selected, make sure all listed disabilities has a "No" response.

Lesson Learned

⋯→ Easiest to obtain this information at the time of enrollment

⋯→ Check to make sure the Disabling Condition field aligns with the individual disability responses

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Prior Living Situation

Lesson Learned

- Required field found on the program enrollment screen
- Used to determine a client's homeless status and chronic homeless status in the system
  - Determines program eligibility determination, meta data, reporting, etc.

- Easiest to collect at the time of enrollment
- Can be difficult to fill after the client has left the program
  - Client can no longer be found
  - Client may not remember their prior living situation

PRIOR LIVING SITUATION

Type of Residence	Place not meant for habitation (e.g., a vehicle, an abandoned building, bu ⌄
Length of Stay in Prior Living Situation	One night or less ⌄
Approximate date this episode of homelessness started	09/23/2025 📅
Number of times on the streets, in ES, or Safe Haven in the past three years	One Time ⌄
Total number of months homeless on the streets, in ES, or Safe Haven in the past three years	One month (this time is the first month) ⌄

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Type of Residence Responses

Homeless situations

Institutional Settings

Temporary Housing

Permanent Housing

Question asked

Question not asked

⚠ **Data error**

Select
✓ Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
Safe Haven
Foster care home or foster care group home
Hospital or other residential non-psychiatric medical facility
Jail, prison, or juvenile detention facility
Long-term care facility or nursing home
Psychiatric hospital or other psychiatric facility
Substance abuse treatment facility or detox center
Transitional housing for homeless persons (including homeless youth)
Residential project or halfway house with no homeless criteria
Hotel or motel paid for without emergency shelter voucher
Host Home (non-crisis)
Staying or living in a friend's room, apartment, or house
Staying or living in a family member's room, apartment, or house
Rental by client, no ongoing housing subsidy
Rental by client, with ongoing housing subsidy
Owned by client, with ongoing housing subsidy
Owned by client, no ongoing housing subsidy
Client doesn't know
Client prefers not to answer
Data not collected

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Exit Destination

Lesson Learned

⋯→ Required field found on the program exit screen

⋯→ Select most closely matches where the client will be staying after exiting the project

⋯→ Used to determine a client's housing status after program exit

⋯→ Can be difficult to fill after the client has left the program and cannot be found

⋯→ If your program has auto exits set up, the Destination response will default to *"Data Not Collected"*

⋯→ *No exit interview completed* and *Other* are also considered Data Errors
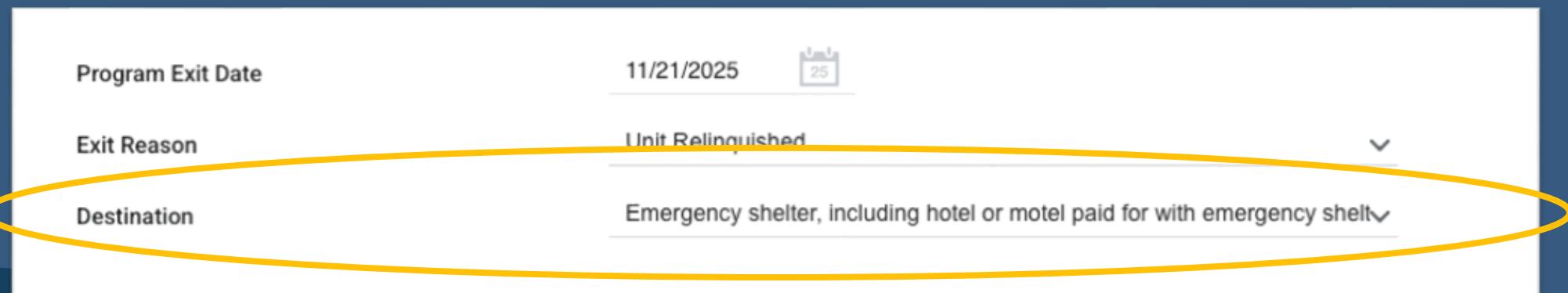
Program Exit Date	11/21/2025 📅
Exit Reason	Unit Relinquished ⌄
Destination	Emergency shelter, including hotel or motel paid for with emergency shelt⌄

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"No exit interview completed" and "Other"

⋯→ **No exit interview completed**

    ⋯→ Considered by HUD as "missing data" for data quality and reporting purposes.

    ⋯→ Should be used as a last resort in cases where determining a client's exit destination is truly not possible.

⋯→ **Other**

    ⋯→ Does not count as a positive program outcome.

    ⋯→ Should be used only as a last resort if the client's destination truly cannot be even loosely described by any of the available options.

    ⋯→ If client is moving into a situation that doesn't seem to fit neatly into destination categories, feel free to reach out at onesf-admin@bitfocus.com to request guidance.

Destination Responses

Homeless situations

Institutional Settings

Temporary Housing

Permanent Housing

⚠️ **Data error**

Deceased

Question asked

Question not asked

⚠️ **Data error**

Select
Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway station/airport or anywhere outside)
✓ Emergency shelter, including hotel or motel paid for with emergency shelter voucher, Host Home shelter
Safe Haven
Foster care home or foster care group home
Hospital or other residential non-psychiatric medical facility
Jail, prison, or juvenile detention facility
Long-term care facility or nursing home
Psychiatric hospital or other psychiatric facility
Substance abuse treatment facility or detox center
Transitional housing for homeless persons (including homeless youth)
Residential project or halfway house with no homeless criteria
Hotel or motel paid for without emergency shelter voucher
Host Home (non-crisis)
Staying or living with family, temporary tenure (e.g., room, apartment, or house)
Staying or living with friends, temporary tenure (e.g., room, apartment, or house)
Moved from one HOPWA funded project to HOPWA TH
Staying or living with family, permanent tenure
Staying or living with friends, permanent tenure
Moved from one HOPWA funded project to HOPWA PH
Rental by client, no ongoing housing subsidy
Rental by client, with ongoing housing subsidy
Owned by client, with ongoing housing subsidy
Owned by client, no ongoing housing subsidy
No exit interview completed
Other
Deceased
Client doesn't know
Client prefers not to answer
Data not collected

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Preparation for the 2026 LSA

⋯→HSH and Bitfocus will work on developing Data Quality Monitoring tools over the year.

⋯→ Used to try and catch data errors before the 2026 LSA

⋯→ Will reach out to providers when data is missing

⋯→ Already have successfully developed tools to catch other warnings such as enrollment overlaps

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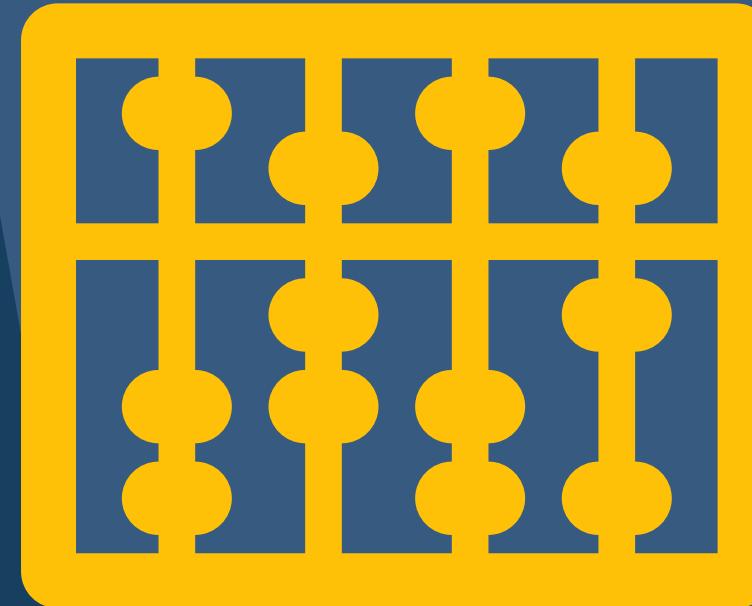
Helpful Reports

- [HUDX-225] HMIS Data Quality
- [HUDX-227] Annual Performance Report

2026 HIC/PIT Overview

What is the PIT?

The Point-in-Time (PIT) Count is a count of sheltered and unsheltered people experiencing homelessness on a single night in January.

⋯➔ HUD requires that Continuums of Care conduct an annual count of people experiencing homelessness who are sheltered in emergency shelter, transitional housing, and Safe Havens on a single night.

⋯➔ Continuums of Care also must conduct a count of unsheltered people experiencing homelessness every other year.

⋯➔ SF last completed its unsheltered count in 2024 (data of sheltered and unsheltered count available online)

⋯➔ Each count is planned, coordinated, and carried out locally.

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What is the HIC

The Housing Inventory Count (HIC) reports on shelter and housing programs (ES, TH, RRH, PSH), including non-participating HMIS programs (e.g. DV programs) and includes:

⟶ Bed/unit capacity

⟶ Federal funding source

⟶ HMIS participation

⟶ Location (geocode and address)

⟶ Other project details

⟶ Utilization rate based on clients in shelter/housing during one night in January (point-in-time count)

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Why does accurate data in the HIC/PIT matter?

⋯→Improves our understanding about the size and characteristics of our homeless population and our current resources, which informs strategic planning

⋯→Results impact our CoC's funding

⋯→SF's HIC/PIT data is presented locally and nationally

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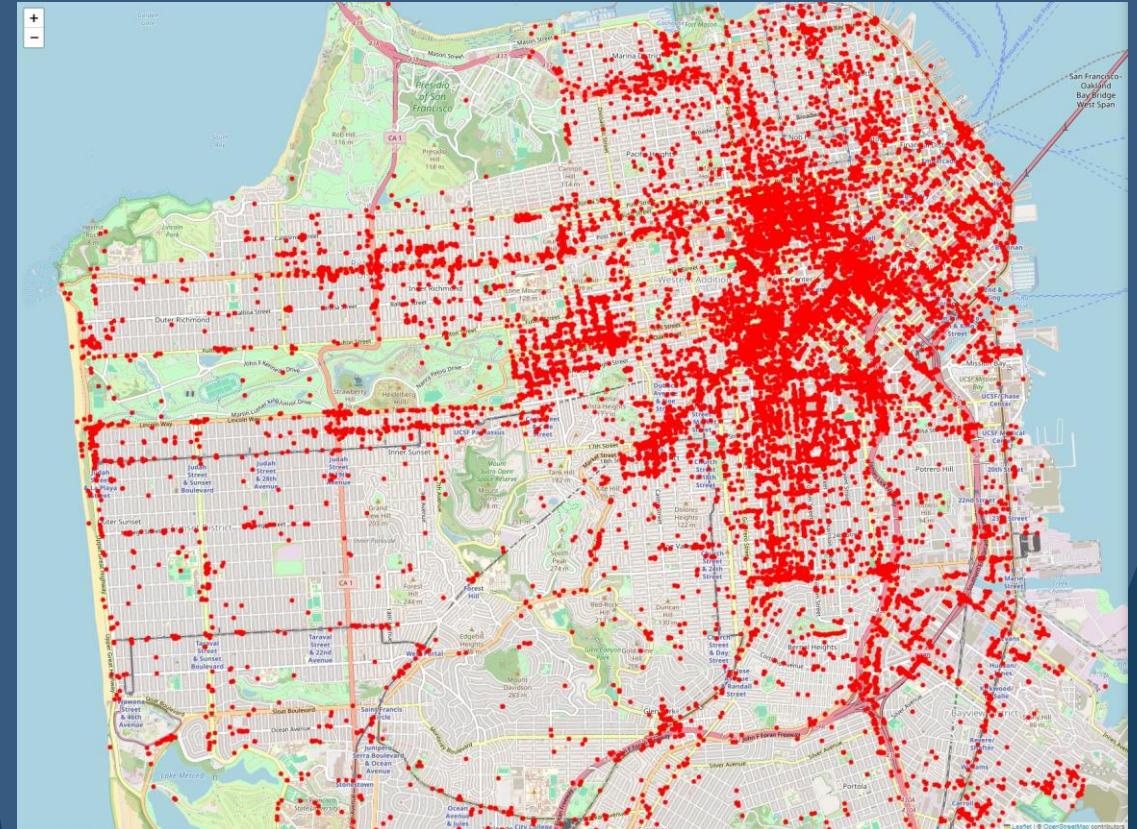
2025 HIC/PIT – Jan 28

⟶San Francisco will conduct the HIC/PIT Count on **January 28, 2026**

⟶All Shelter and Housing projects will need to report the actual number of clients served on the night of January 28. Information will be used to calculate Utilization Rates for each project.

    ⟶**Important that rosters for all Shelter, Transitional Housing, RRH and PSH program are reviewed for accuracy!**

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How can I prep my agency's data for the 2026 HIC/PIT?

⋯→ Run the [GNRL-106] Program Roster report and review the list of active clients

⋯→ Exit clients who are no longer in the project

⋯→ Enroll missing clients

❖ Especially important to review your ONE System program roster for the night of Jan 28. Set a reminder in your calendar for 1/30 to review your rosters!

⋯→ RRH and PSH projects - Fill in the Housing Move-In Date for your housed clients in the enrollment screen

⋯→ Housing Move-In Date should always be on or after the Project Start Date (if the client was housed at entry, use the Project Start Date)

⋯→ The deadline for any review and correction of program rosters for the night of the HIC/PIC will be in early February

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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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Announcements

Monthly Office Hours:
- January 27th @2pm

Registration Links: onesf.bitfocus.com

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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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