



# Monthly Agency Leads Meeting

San Francisco, June 2026

# Today's Agenda

Welcome!

System Updates

ONE System Reports Overview

Wrap Up

# Welcome!

Which non-US team is your World Cup favorite?

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



# System Updates

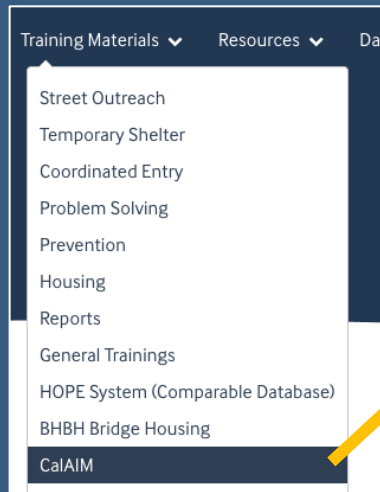
- >New CalAIM page on Help Site
- >Upcoming: New Multi-factor Authentication Platform coming soon to ONE
- >Federal Reporting Season is closed!
  - >Finalized HIC/PIT report submitted in April
  - >**THANK YOU** for all of you support this past season!



# New CalAIM page on Help Site

---> [onesf.bitfocus.com/calaim](https://onesf.bitfocus.com/calaim)

---> New page consolidating all CalAIM resources and training materials for the ONE System



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## CalAIM

CalAIM (California Advancing and Innovating Medi-Cal) is a statewide effort to transform Medi-Cal by providing care beyond the doctor's office and addressing social drivers of health, especially for people with complex needs. Through CalAIM, HSH is working to make the homelessness response system more sustainable, effective, and equitable by documenting Homelessness Response System (HRS) services in the ONE System that align with CalAIM's Housing Support Services. These include:

- Housing Transition and Navigation Services (HTNS)** – helping people find a place to call home by offering hands-on support with housing search and placement.
- Housing Deposits (HD)** – helping to remove one of the biggest barriers to securing housing by providing financial assistance to cover move-in costs.
- Housing Tenancy and Sustaining Services (HTSS)** – Once housed, consistent support to help people stay housed and build long-term stability.

**Care planning** – helping service providers to plan the trajectory of services for clients engaged in HTNS and HD (Pre Move-In Individualized Housing Support Plan), and HTSS (Housing Support Plan).

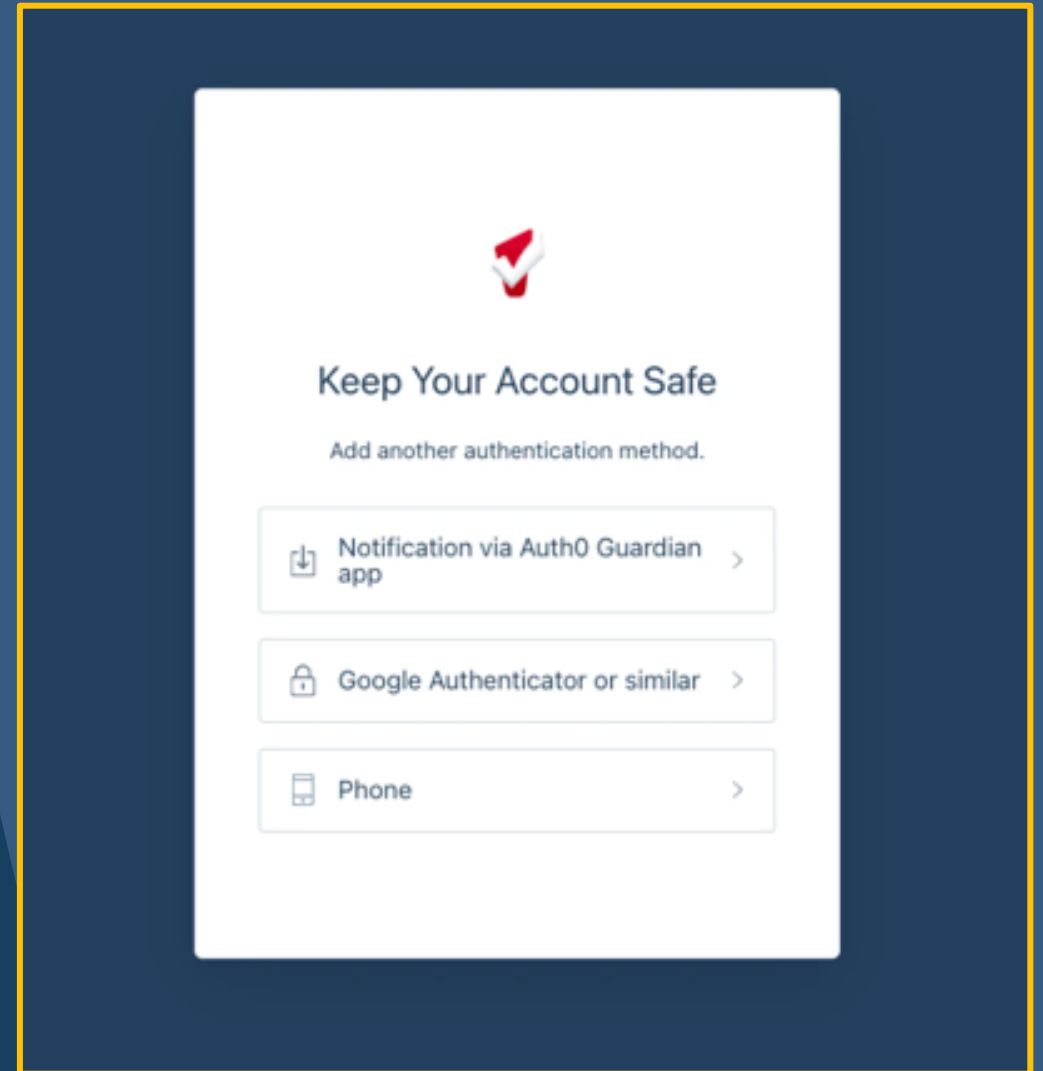
There are many resources on the ONE help site related to CalAIM that are stored with training materials by program area. We are also including links here by resource type.

### Assessments

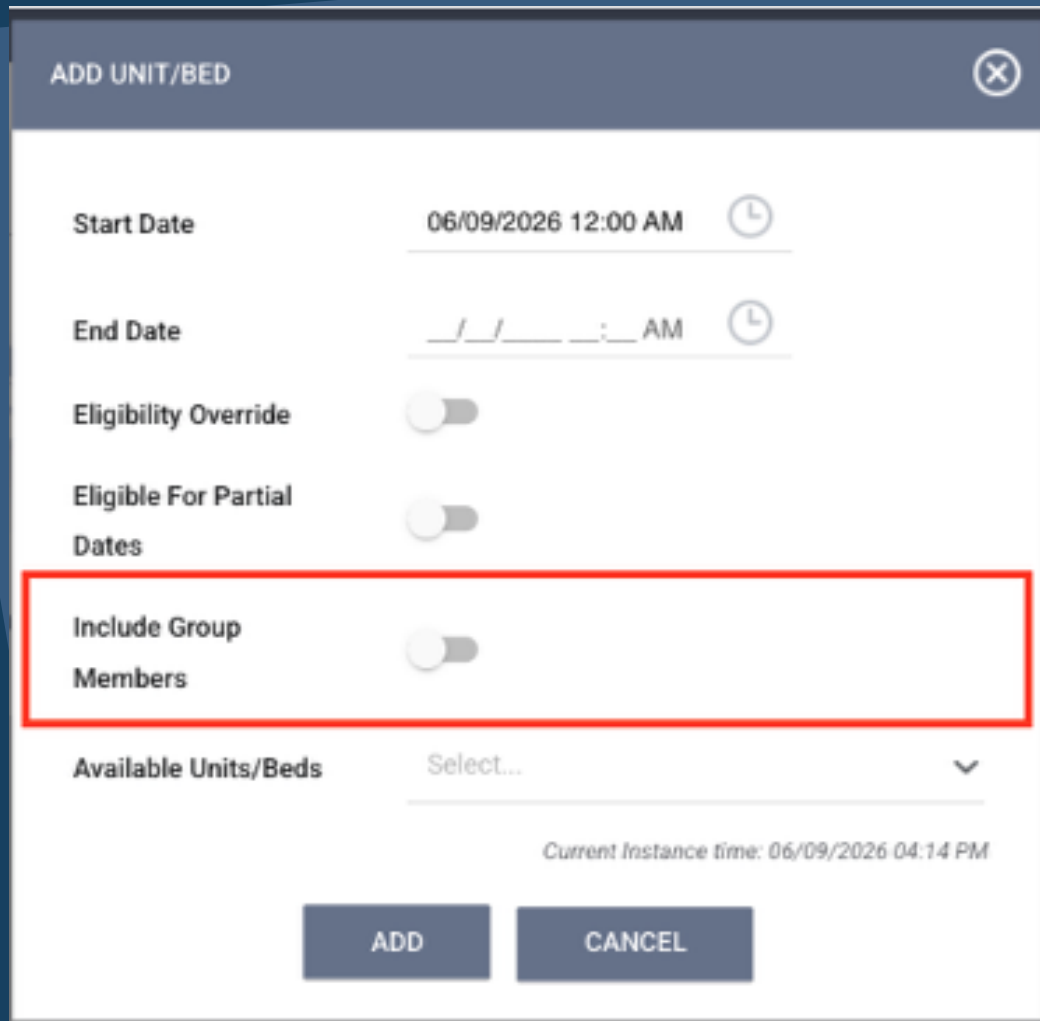
Assessments are a CalAIM requirement for all client/provider services that are reimbursable. Health plans will be monitoring on an ongoing basis for the presence of an up-to-date assessments to ensure eligibility requirements are met for each client.

# New Multi-factor Authentication (MFA) Platform in ONE

- >ONE will upgrade MFA platform on July 28
- >Enhanced security
- >Added ability to use phone number to authenticate (call or text)
- >Requires that every account have a valid email



# Include Group Members Toggle on Add Unit/Bed Screen



The screenshot shows a mobile application interface for adding a unit or bed. The title bar at the top is labeled 'ADD UNIT/BED' and has a close button (X) on the right. Below the title bar, there are several input fields and toggle switches:

- Start Date:** 06/09/2026 12:00 AM (with a clock icon)
- End Date:** / / : AM (with a clock icon)
- Eligibility Override:** Toggle switch (turned off)
- Eligible For Partial Dates:** Toggle switch (turned off)
- Include Group Members:** Toggle switch (turned off), highlighted with a red rectangular border.
- Available Units/Beds:** Select... (dropdown menu)

At the bottom of the screen, there are two buttons: 'ADD' and 'CANCEL'. A timestamp at the bottom reads 'Current Instance time: 06/09/2026 04:14 PM'.

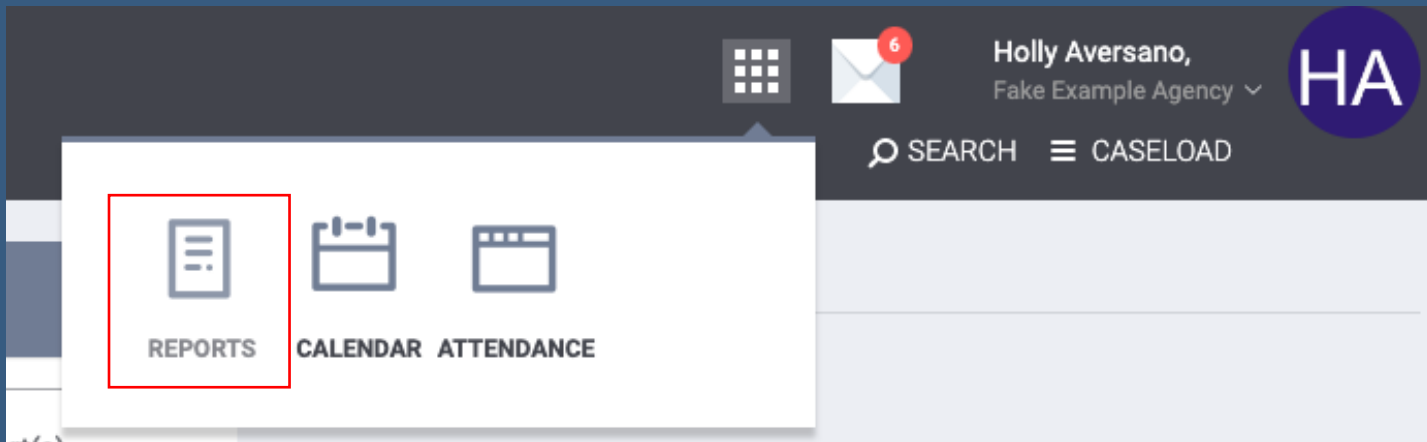
--->New toggle on Add Unit/Bed screen

--->**Ignore this toggle and leave it turned off**

--->Units/beds should still be assigned to the HoH only

# Reports Overview

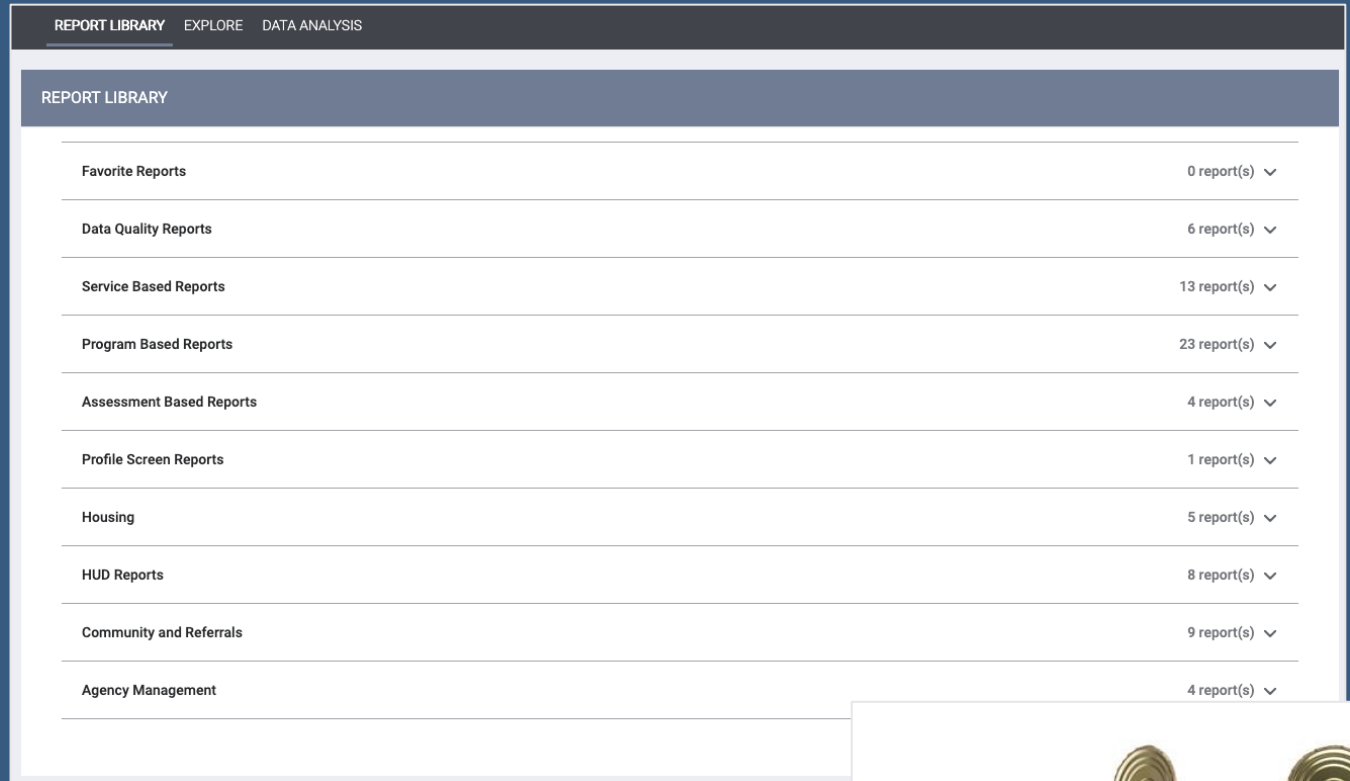
# Reports in ONE



- > A variety of reporting options exist in the ONE System for Agency Leads:
  - > Report Library with "canned" reports
  - > Explore where users can analyze their own data
  - > Data Analysis with custom reports created for San Francisco

# Report Library: Canned Reports

- > Report Library contains all Bitfocus-maintained, “canned” reports
- > Canned reports are ready-to-go reports built into the ONE System
- > Easy to use: plug in specific parameters/filters, click run, and get results!



The screenshot shows a web interface for the Report Library. At the top, there are navigation tabs: REPORT LIBRARY (selected), EXPLORE, and DATA ANALYSIS. Below this is a header for the REPORT LIBRARY section. The main content is a list of report categories, each with a corresponding number of reports and a dropdown arrow.

Report Category	Number of Reports
Favorite Reports	0 report(s)
Data Quality Reports	6 report(s)
Service Based Reports	13 report(s)
Program Based Reports	23 report(s)
Assessment Based Reports	4 report(s)
Profile Screen Reports	1 report(s)
Housing	5 report(s)
HUD Reports	8 report(s)
Community and Referrals	9 report(s)
Agency Management	4 report(s)



# Report Library Tips

- > Click the star icon to favorite a report
  - > Report will show up in your Favorites section and will save your parameters from the last run
- > Play around in the library!
  - > Each report has its own set of filters and parameters with set options
    - > Play around to see how the results change when you change these
  - > You can't "break" anything in the reports library
- > Each report has its own Help Article at [help.bitfocus.com/report-library](https://help.bitfocus.com/report-library)



# My Favorite Reports

## ---> [\[GNRL-106\] Program Roster](#)

- > Found in Reports Library under Program Based Reports
- > Lists program stay and relevant household information for selected program(s)
- > Useful in ensuring program rosters are reflected accurately the database

## ---> [\[HUDX-225\] HMIS Data Quality Report](#)

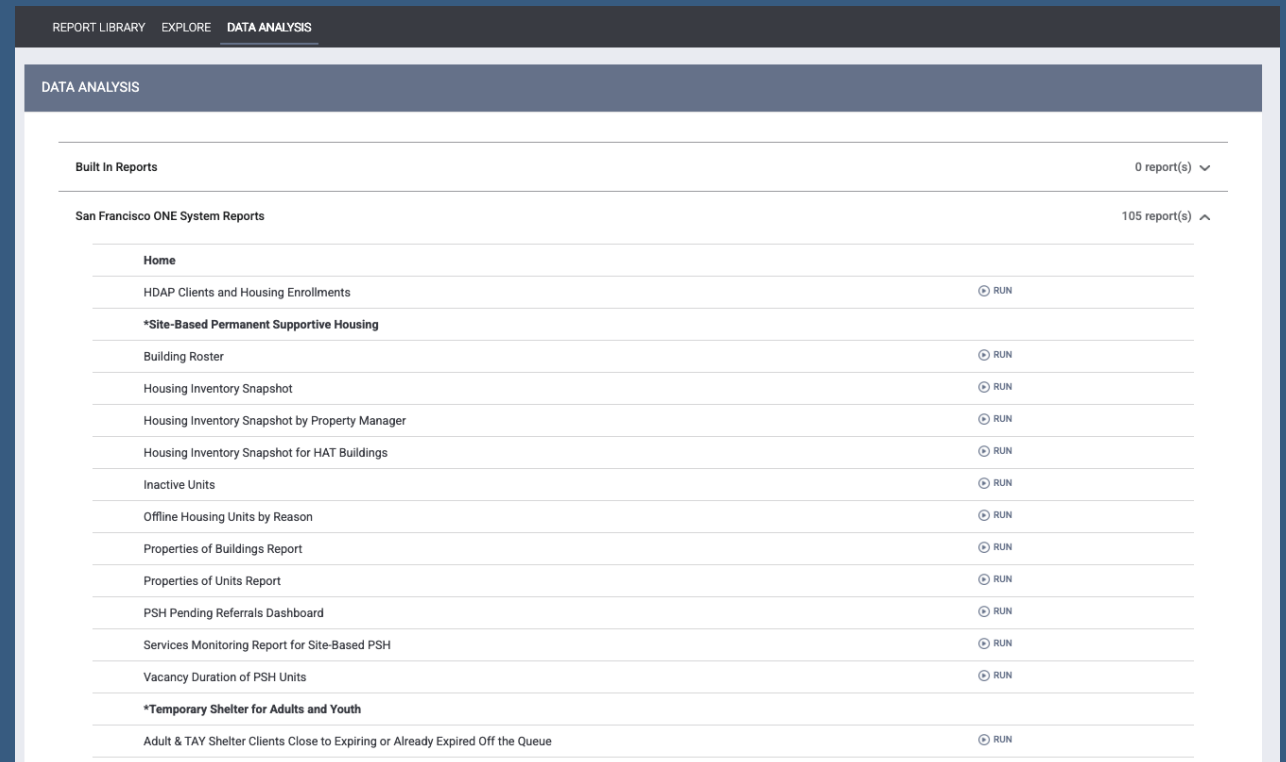
- > Found in Reports Library under HUD Reports
- > Reviews data quality across a number of HMIS data elements
- > Useful to ensure data cleanliness for reporting

## ---> [\[HUDX-227\] Annual Performance Report](#)

- > Found in Reports Library under HUD Reports
- > Useful in identifying all clients served in a program within the report year
- > Lists demographic information and identifies where data errors may have occurred

# Data Analysis Tab: Custom SF Reports

- > Contains custom reports for specific SF program and data needs
- > Often specialized based on program type:
  - > i.e. Housing, Coordinated Entry, Emergency Shelter

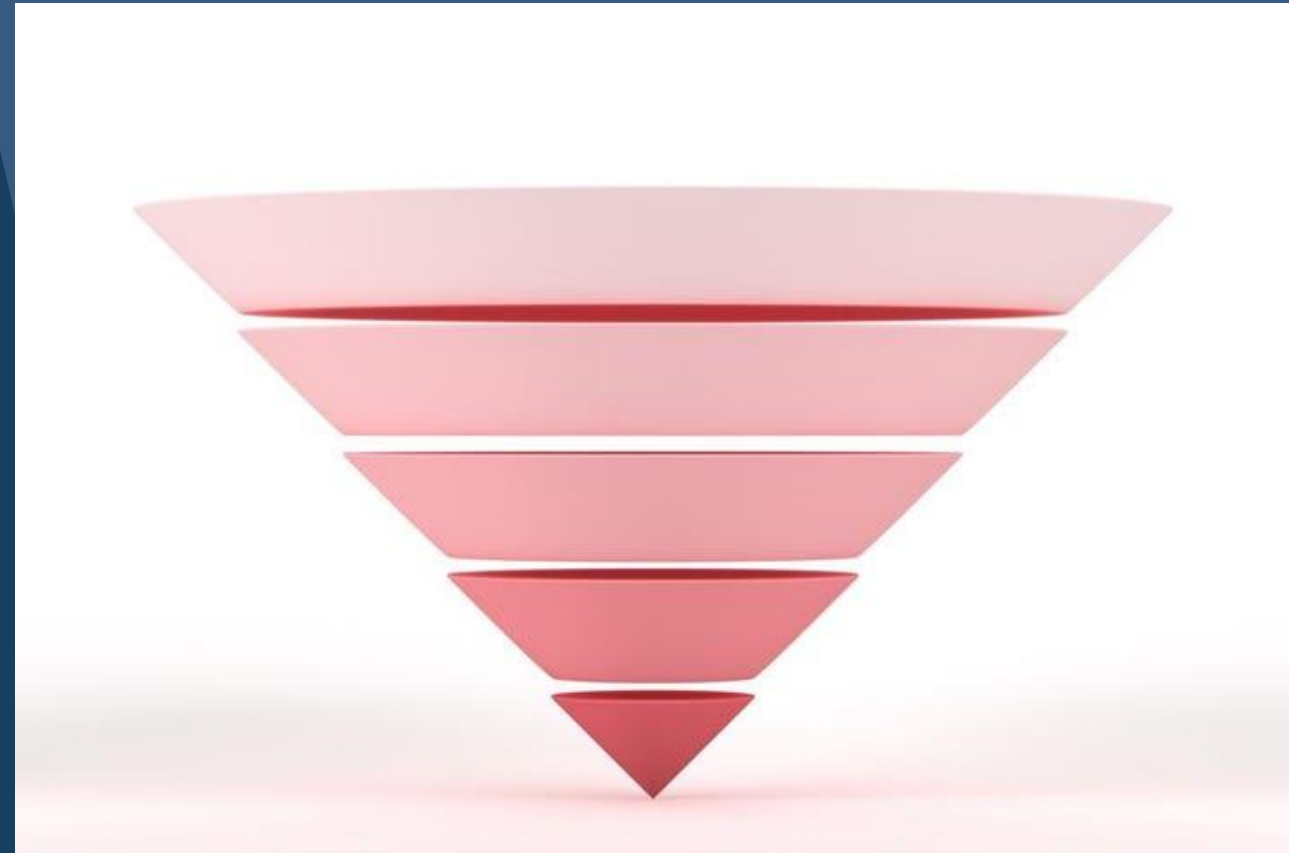


The screenshot displays the 'DATA ANALYSIS' section of a web application. At the top, there are navigation tabs for 'REPORT LIBRARY', 'EXPLORE', and 'DATA ANALYSIS'. Below this, the 'DATA ANALYSIS' header is visible. The main content area is titled 'San Francisco ONE System Reports' and shows a list of reports. The reports are organized into sections: 'Built In Reports' (0 report(s)), 'San Francisco ONE System Reports' (105 report(s)), and 'Home'. The reports listed include: HDAP Clients and Housing Enrollments, \*Site-Based Permanent Supportive Housing, Building Roster, Housing Inventory Snapshot, Housing Inventory Snapshot by Property Manager, Housing Inventory Snapshot for HAT Buildings, Inactive Units, Offline Housing Units by Reason, Properties of Buildings Report, Properties of Units Report, PSH Pending Referrals Dashboard, Services Monitoring Report for Site-Based PSH, Vacancy Duration of PSH Units, \*Temporary Shelter for Adults and Youth, and Adult & TAY Shelter Clients Close to Expiring or Already Expired Off the Queue. Each report has a 'RUN' button next to it.

Report Name	Run Button
Built In Reports	0 report(s) ↓
San Francisco ONE System Reports	105 report(s) ↑
Home	
HDAP Clients and Housing Enrollments	⊙ RUN
*Site-Based Permanent Supportive Housing	
Building Roster	⊙ RUN
Housing Inventory Snapshot	⊙ RUN
Housing Inventory Snapshot by Property Manager	⊙ RUN
Housing Inventory Snapshot for HAT Buildings	⊙ RUN
Inactive Units	⊙ RUN
Offline Housing Units by Reason	⊙ RUN
Properties of Buildings Report	⊙ RUN
Properties of Units Report	⊙ RUN
PSH Pending Referrals Dashboard	⊙ RUN
Services Monitoring Report for Site-Based PSH	⊙ RUN
Vacancy Duration of PSH Units	⊙ RUN
*Temporary Shelter for Adults and Youth	
Adult & TAY Shelter Clients Close to Expiring or Already Expired Off the Queue	⊙ RUN

# Data Analysis Tab Tips

- > All system reports are located under **San Francisco ONE System Reports** with specific program categories
  - > Peruse the categories, get familiar!
- > Agency-specific reports are saved under your agency-specific dropdown
- > Think about which program your agency serves and how the categories apply
- > Remember that not all reports in the Data Analysis tab will be relevant to your agency or programs





# Don't forget about Office Hours!

- > ONE System Office Hours occur every 4<sup>th</sup> 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-rqTouHNZejrOoeyxlx7faH4\\_LdNK#/registration](https://bitfocus.zoom.us/join/tZcrce-rqTouHNZejrOoeyxlx7faH4_LdNK#/registration)

# Helpful Resources



## ONESF Help Center Website

- [onesf.bitfocus.com](https://onesf.bitfocus.com)

## Bitfocus Help Center

- [help.bitfocus.com](https://help.bitfocus.com)

## Bitfocus Helpdesk

- [onesf@bitfocus.com](mailto:onesf@bitfocus.com)
- 415.429.4211

# Announcements

## Monthly Office Hours:

- June 23<sup>rd</sup> @2pm
- July 28<sup>th</sup> @2pm

## Agency Leads Meeting:

- July 27<sup>th</sup> @ 10:30am
- August 24<sup>th</sup> @10:30am

Registration Links: [onesf.bitfocus.com](https://onesf.bitfocus.com)



# Thank You From Your SF Team!



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