



Monthly Agency Leads Meeting

San Francisco, March 2026

Today's Agenda

Welcome!

System Updates

Bed Utilization Data

Wrap Up

Welcome!

French toast or French fries –
choose one!

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



System Updates

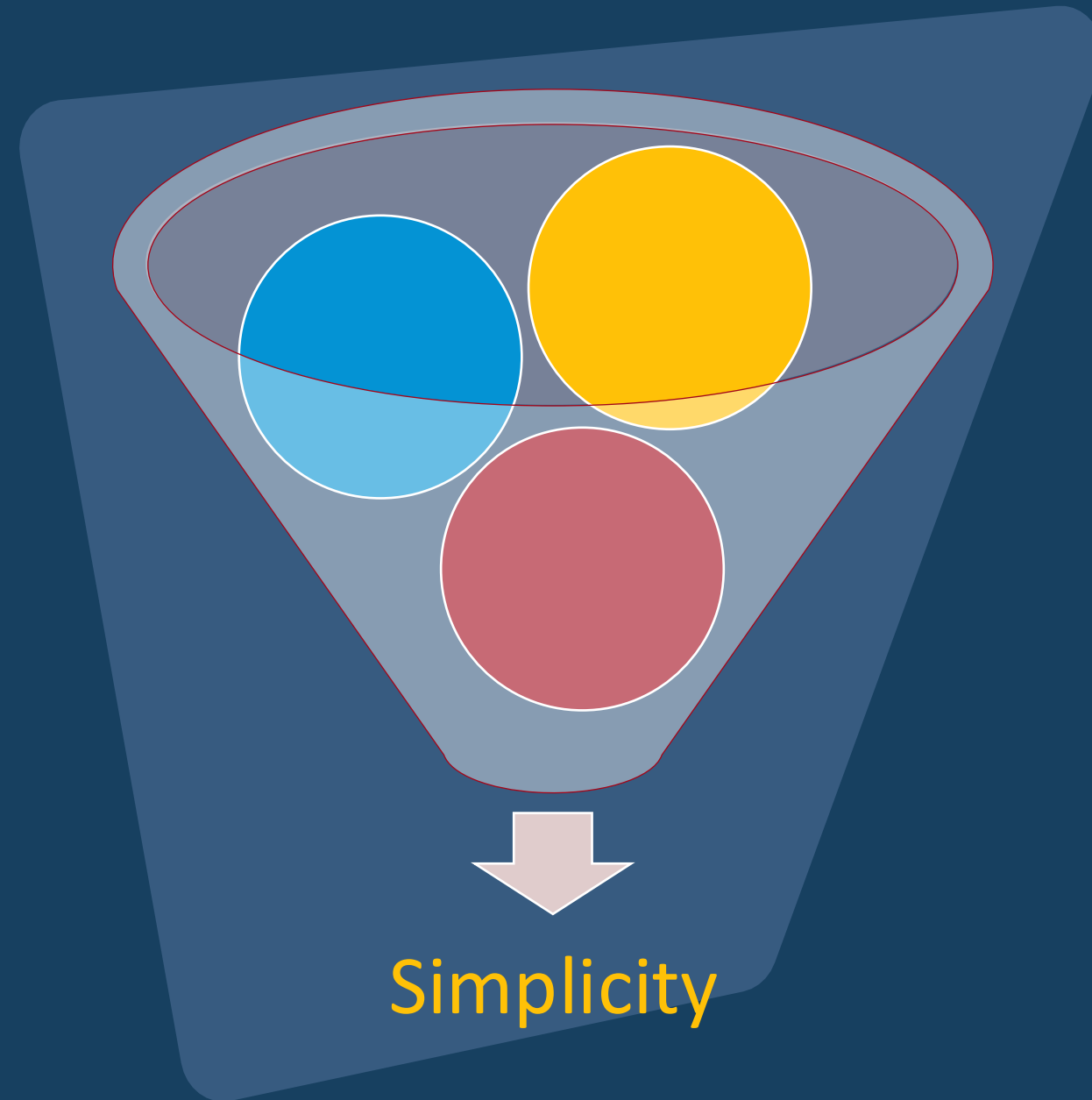
- > **Shelter access roles** consolidated
- > Upcoming: **New Privacy Training** set to launch in April
- > Reminder: **New ROI Process** implemented in ONE as of Feb 23

- > Federal Reporting Season continues:
 - > SPM: submitted!
 - > HIC/PIT: data cleanup in progress
 - > PIT date was morning Jan 29
 - > Finalized report due to HUD on **Apr 30**



Shelter Access Role Consolidation

- > Shelter staff Access Roles have been consolidated
- > What was once 7 different access roles now become a simplified 3:
 - > *Temporary Shelter User*
 - > *Temporary Shelter with Attendance*
 - > *Family Shelter User*
- > Online resource, [Summary of Access Roles](#) document, has been updated to reflect change





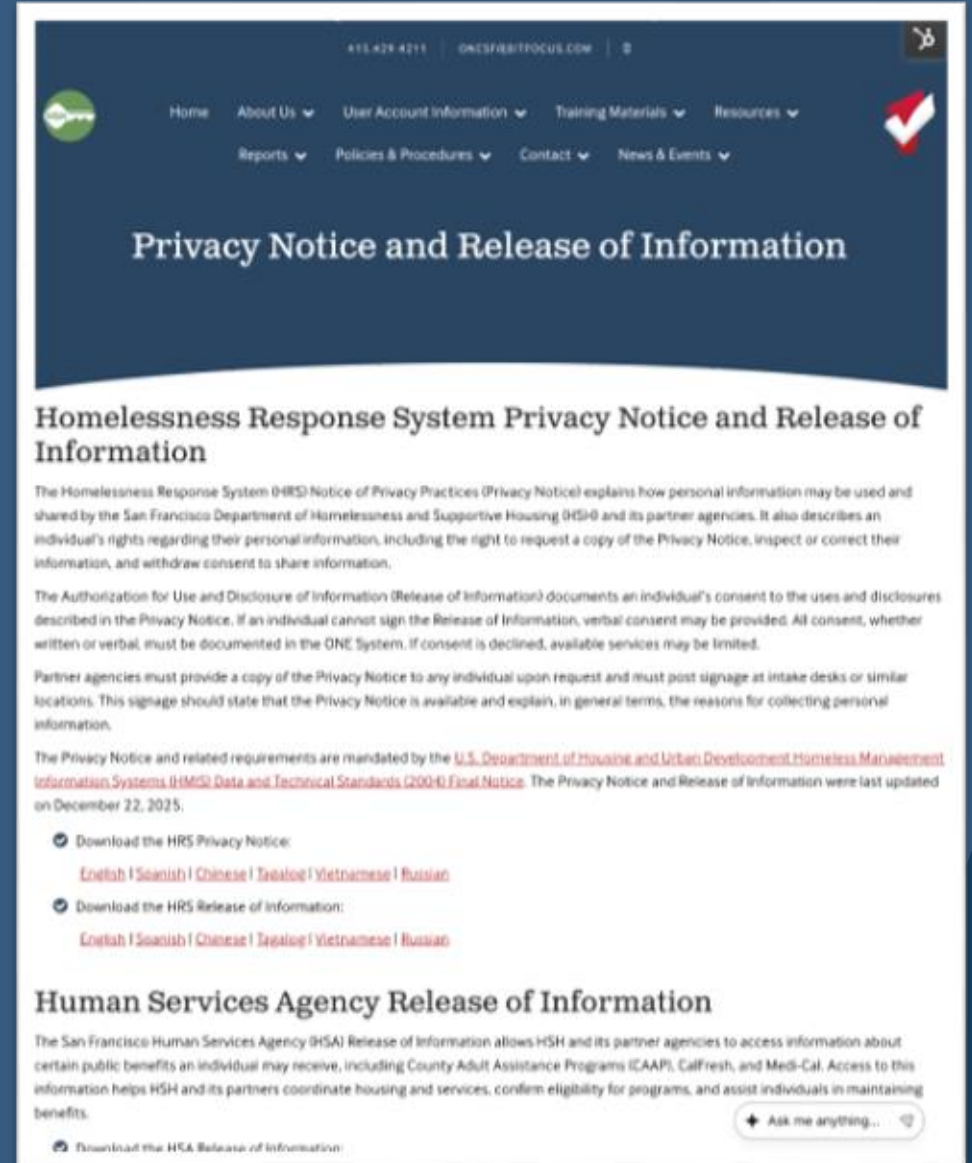
Upcoming: New Privacy Training

- > New Privacy Training set to launch in April
- > **Will replace the DPH Privacy Training** as annual compliance training needed for ONE System access
- > Communication from HSH coming soon!

Reminder: Updates to ROI Process

- New ROI Process launched on **Feb 23**
 - New versions of the following documents:
 - **HRS Privacy Notice**
 - **HRS Release of Information**
 - New process to add new/update ROIs in ONE – detailed in [this how-to guide](#)
- Ensure users in your agency are aware of the change, as well as the resources available to them

All ROI and Privacy documents and additional resources are available at: onesf.bitfocus.com/dhsh-privacy-practice-roi



The screenshot shows a web page titled "Privacy Notice and Release of Information" for the Homelessness Response System. The page includes a navigation menu with links for Home, About Us, User Account Information, Training Materials, Resources, Reports, Policies & Procedures, Contact, and News & Events. The main content area is titled "Homelessness Response System Privacy Notice and Release of Information" and contains several paragraphs of text explaining the system's privacy practices, the authorization for use and disclosure of information, and partner agency requirements. It also includes download links for the HRS Privacy Notice and HRS Release of Information in multiple languages (English, Spanish, Chinese, Tagalog, Vietnamese, Russian). At the bottom, there is a section for the Human Services Agency Release of Information, which allows HSH and its partner agencies to access information about public benefits. A search bar with the text "Ask me anything..." is located at the bottom right of the page.

Bed Utilization Data

What is Bed Utilization?

- > Data metric used locally and federally to measure program and system performance
 - > Key metric in federal reporting, namely the HIC/PIT
- > Bed utilization percentages are calculated as:
$$\left(\frac{\text{People served}}{\text{Total Beds Available}} \right) \times 100$$
 - > Ex: 50 people served in shelter \div 100 total shelter beds available \times 100 = 50%
- > HUD defines any utilization rate between 65% and 105% as standard utilization
 - > Low utilization (<65%) or high utilization (>105%) rates flagged in federal reporting





Low Utilization: Common Causes

- > Incorrect bed and inventory set up for program in ONE
 - > Ex: 20 beds set up for program in ONE, but program actually has only 10 available beds each night
- > Clients not enrolled timely into program, incorrectly lowering number of clients served
 - > Ex: 10 clients enrolled on a single night in ONE but program actually served 50 clients on a single night
- > Housing move-in date not completed for Permanent Housing program enrollments
- > Data correctly reflects that the program has a reduced utilization during a specific period
 - > Ex: Housing program served lower number of clients than available beds due to increased vacancy

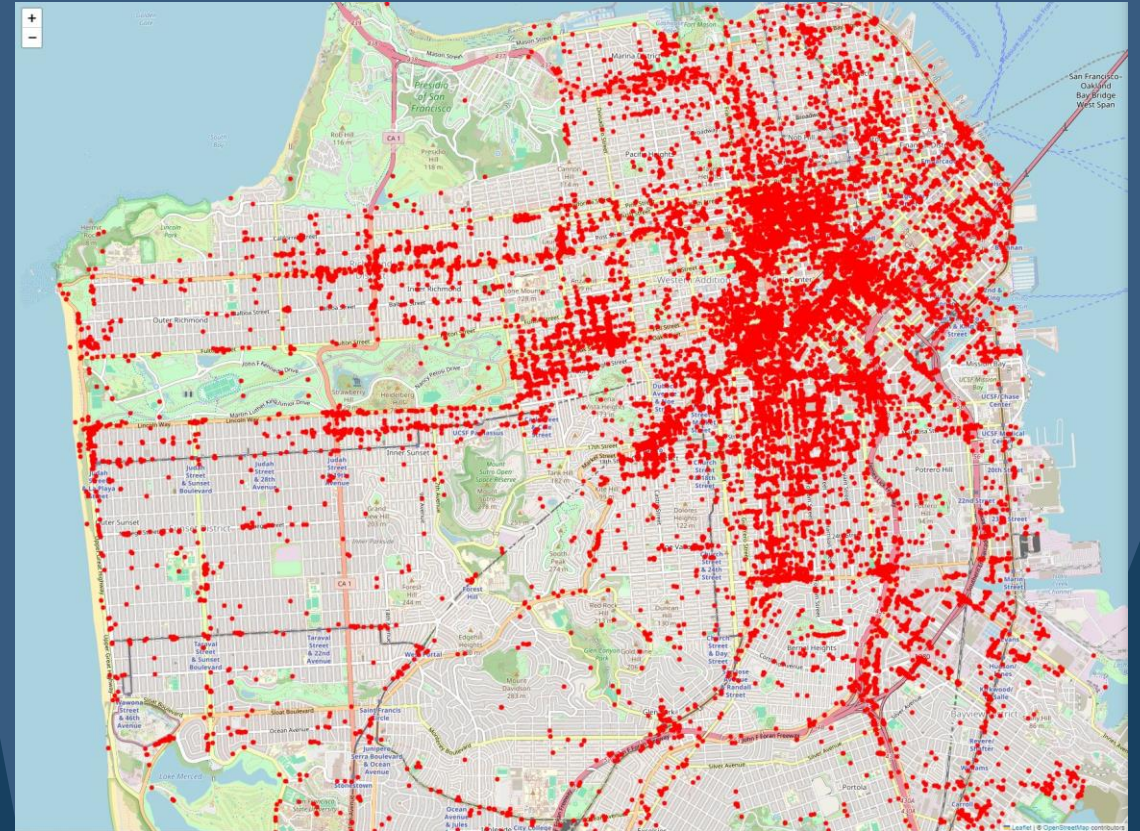


High Utilization: Common Causes

- > Incorrect bed and inventory set up for program in ONE
 - > Ex: 10 beds set up for program in ONE, but program actually has 20 available beds each night
- > Clients not exited from program, inflating number of clients served
 - > Ex: 50 clients enrolled on a single night in ONE but program actually only served 10 clients on a single night
- > Data correctly reflects that the program was highly utilized during a specific period of time
 - > Ex: Shelter served high number of couples in single beds

Why does accurate Bed Utilization data matter?

- Improves our understanding how our CoC's current resources are being utilized, informing strategic planning
- Demonstrates need for additional resources when CoC's utilization of current resources are maximized
- Key metric in SF's HIC/PIT which is presented locally and nationally



What can you do to ensure accurate Bed Utilization data?

---> People served:

- > Ensure that staff are completing timely enrollments and exits of clients in ONE
- > Ensure that Housing Move-in Date field is completed for all Heads of Household living in Permanent Housing programs

---> Total Beds:

- > Inform your HSH Program Manager of any changes to unit/bed inventory as they occur

Reach out to Bitfocus with any issues or questions regarding your agency data: onesf@bitfocus.com


$$(People\ served \div Total\ Beds\ Available) \times 100$$

Program Roster Report

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

- > Found in Reports Library under Program Based Reports
- > Useful in ensuring client enrollments, housing move-in dates, and exits are reflected accurately the database
- > Helpful to run for Active clients within a particular reporting timeframe

Program Based Reports

[EMPL-101] Employment Report

[EMPL-102] Employment / Education Report

[EXIT-101] Potential Exits

[EXPS-103] Program Funding Source Financial Detail

[GNRL-105] Program Participation Summary

[GNRL-106] Program Roster

[GNRL-220] Program Details Report [2022]

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	S	CN	Assigned Staff
Program: Problem Solving Relocation and Reunification												
Flintstone, Fred	38365D760	05/05/1981	44	44	12/31/2025	-	8		0	0	0	C. Thomsen
Potter, Harry	1E6790D1D	06/06/1999	26	26	01/06/2026	-	2		0	0	0	C. Thomsen
Test, Samuel	270240F40	08/08/1998	27	27	01/07/2026	-	1		0	0	0	H. Aversano
Snow, Frosty	A245D13C4	02/02/1992	33	33	01/07/2026	-	1		0	0	0	H. Aversano
Deere, Rudolph	7CA6BF14E	02/02/2002	23	23	01/07/2026	-	1		0	0	0	H. Aversano



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-rqTouHNZejrOoeyxlx7faH4_LdNK#/registration](https://bitfocus.zoom.us/join/tZcrce-rqTouHNZejrOoeyxlx7faH4_LdNK#/registration)

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:

- March 24th @2pm
- April 28th @2pm

Agency Leads Meeting:

- April 27th @ 10:30am

Registration Links: onesf.bitfocus.com



Thank You From Your SF Team!



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