



Monthly Agency Leads Meeting

San Francisco, October 2025

Today's Agenda

Welcome!

System Updates

Auto-exit Threshold Updates

LSA Overview

Wrap Up

Welcome!

If your work style were a beverage, what would it be?

--->Let's take a quick poll!

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



System Updates

---> Federal Reporting Season is here:

---> LSA: launches in November

---> SPM: launches in early 2026

---> HIC/PIT: launches in Spring 2026



Auto-exit Thresholds Update

What are auto-exit thresholds?

- Auto-exit thresholds are set at 3 levels in ONE:
 - **Program**
 - **Community Queue**
 - **Program Referral**
- These thresholds determine how long a client can be in a program, on a queue, or have a pending program referral with no qualifying action* before being auto-exited.

*A **Qualifying Action** is any action made on a client's record that resets the "clock" and prevents an auto-exit in ONE



How to keep a pending program referral active: Update

- Selecting the **CHECK-IN** button within the referral
- Assigning a **Case Manager** to the referral
- Completing a **new assessment** for the client, resulting in a new score (*must be the same assessment used to refer the client to the Community Queue*)
- Changing the **Referral Status** from “**Pending**” to “**Pending – In Process**” (or vice versa). Note: *referrals never expire while they are set to “Pending – In Process”.*

REFERRAL: EDIT

Client	Mark Richt
Referred Unit	216
Referred Program	730 Stanyan - LOSP
Referred to Agency	TRAIN - Tenderloin Neighborhood Development Corporation
Referring Agency	TRAIN - Department of Homelessness and Supportive Housing
Referred Date	10/02/2025 12:15 PM 
Days Pending	20 day(s)
In Process	0 day(s)
Qualified	Reassigned
Referred by Staff	Holly Aversano
Case Manager	Holly Aversano 
Last Activity	10/22/2025 
Current Status	Pending ☒
Private	☐



Additional Resource

All actions to keep households enrolled in a program or on a Community Queue remain the same!

You can check out all qualifying actions to prevent auto-exits [here](#).



LSA Overview

What is the LSA?

- Required HUD report that our community is required to submit annually to HUD across key projects participating in the Continuum of Care (CoC). It provides HUD and our CoC with critical information about people experiencing homelessness and their use of the system of care.
- Oct 1, 2024 to Sept 30, 2025 reporting period
- **Likely Submission Deadline: Mid-January 2026**



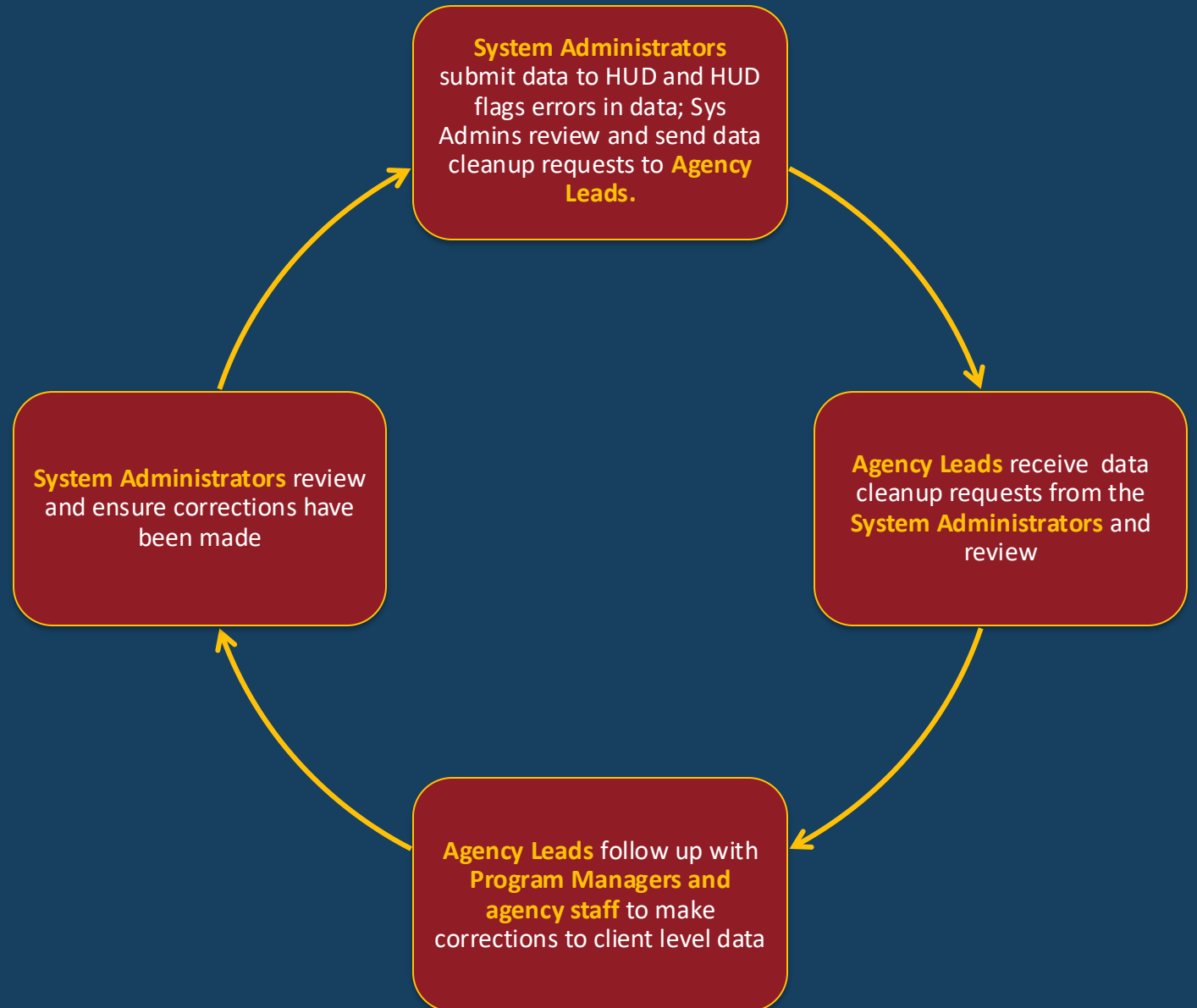
LSA Universe of Data



Data Submitted in the LSA for these Program Types:

- Exit data, including Exit Destination
- Client Demographic and Household Data for ALL Program Enrollments
- Length of time Homeless
- Returns to Homelessness

What does the LSA mean for you as an Agency Lead?





Review your program data.
Resolve data errors where possible.



Collaborate with HSH and Bitfocus as data requests or questions arise. Timely responses are critical!



Reach out with questions or requests for assistance.

What can you do to help ensure a successful LSA?

Helpful Reports for LSA Review

- [HUDX-225] HMIS Data Quality
- [GNRL-220] Program Details Report
- [GNRL-106] Program Roster





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-rqTouHNZejrOoeyxlqx7faH4_LdNK#/registration](https://bitfocus.zoom.us/join/tZcrce-rqTouHNZejrOoeyxlqx7faH4_LdNK#/registration)

Announcements

Monthly Office Hours:

- October 28 @2pm
- November 25 @2pm

Next Agency Leads Meetings:

- November 24 @10:30am

Registration Links: onesf.bitfocus.com



Agency Leads Meeting and Office Hours for December are cancelled.

Helpful Resources



ONESF Help Center Website

- onesf.bitfocus.com

Bitfocus Help Center

- help.bitfocus.com

Bitfocus Helpdesk

- onesf@bitfocus.com
- 415.429.4211

Thank You From Your SF Team!



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