Monthly Agency Leads Meeting

San Francisco, September 2024

Bitfocus

Today's Agenda

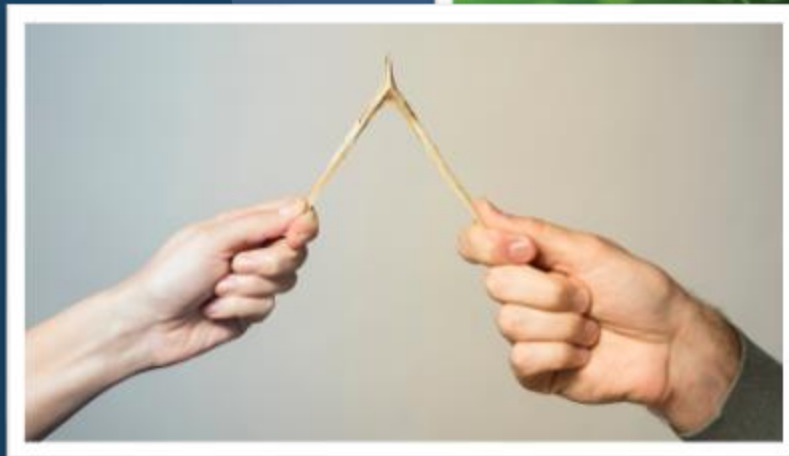Welcome!

System Updates

LSA Overview

Merging Duplicate Data

Wrap Up

Bitfocus

Welcome!

Friday the 13th was this past month, do you have any "favorite" superstitions?

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

Bitfocus

System Updates

⇢ Federal Report season is coming:

⇢ LSA: launches in November

⇢ SPM: launches in early 2025

⇢ HIC/PIT: launches in Spring 2025

⇢ Shelter Inventory officially launching for MSC-S, Sanctuary, and Next Door on September 9.

Bitfocus

LSA Overview

Bitfocus

What is the LSA?

- The LSA or the Longitudinal Systems Analysis is a required report that our community must submit annually to HUD.
  - Covers key projects participating in the Continuum of Care (CoC).
  - Reporting period: October 1 to Sept 30 of the reporting year.
- Provides HUD, U.S. government, and our local CoC with critical information about people experiencing homelessness and their use of the system of care.
- HUD submits data from the LSA to the U.S. Congress each year within the Annual Homeless Assessment Report (AHAR).
  - AHAR: reports the extent and nature of homelessness in the United States.
- Nationally, used in policy planning for strategies and interventions to prevent/end homelessness in the U.S.
- Locally, can be used to better understand the number, characteristics, and service needs of people using homeless services in our community.

Bitfocus

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

Bitfocus

Common LSA Data Errors

⇢ **Overlapping Enrollments:** situation where an individual is enrolled in 2 or more residential program types for the same time period (i.e. a client is enrolled in 2 Emergency shelter programs at the same time)

⇢ **Household errors:** situation where there is an error within the household's enrollment

  ⇢ i.e. a child was enrolled as an individual in a PSH unit instead of being enrolled with their parent/guardian

  ⇢ i.e. no head of household is designated for an enrollment

⇢ **Utilization flags:** situation where the average number of households served within the program is more than the average number of beds, OR the average number of households served is unusually low for the program

Bitfocus

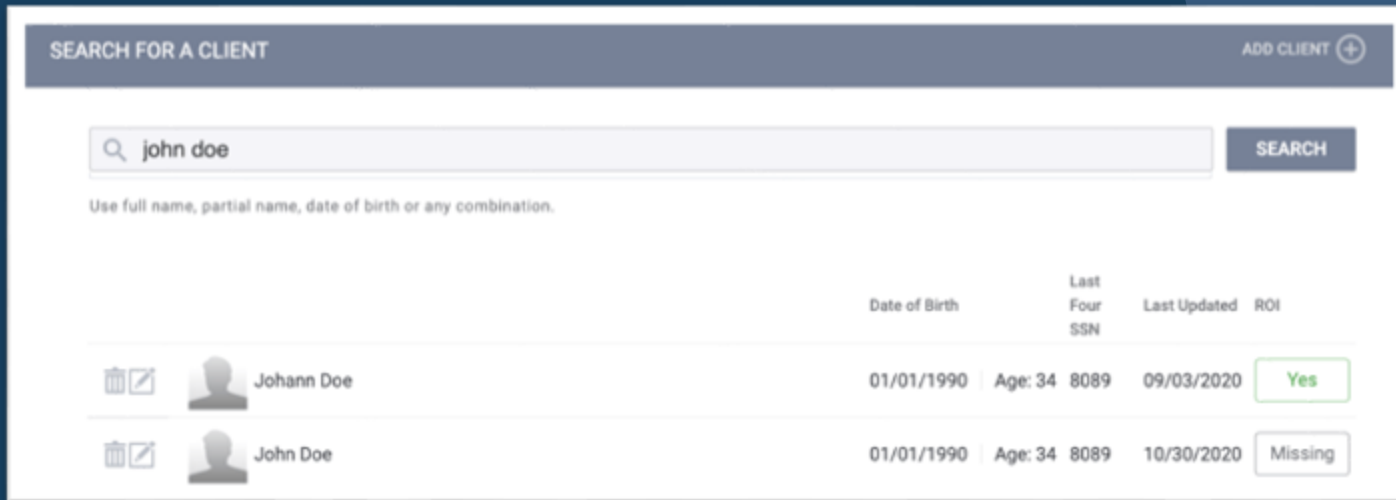# Helpful Reports for LSA and SPM Data Review

- [HUDX-225] HMIS Data Quality
- [HUDX-227] Annual Performance Report
- [GNRL-220] Program Details Report [2022
- [GNRL-106] Program Roster
- [DQXX -102] Program Data Review
- [Exit-101] Potential Exits
- [OUTS-200] Program Outcomes Report
- [DQXX-102] Program Data Review

Merging Duplicate Client Data

Bitfocus

What is Duplicate Data?

Different names

Same DoB and SSN

- Duplicate client records occur when staff members create two or more records for the same client.

- A duplicate record can have the same name, date of birth or SSN as another client.

Bitfocus

Identifying the Correct Profile Data

- Identify which client record should be **merged** and which client record should be **retained**.

- Determine what information needs to be **transferred** to the retained profile. This could be services, program enrollments, files, assessments etc.

- Client **profile data from the retained record take precedence** over profile data from the merged record!

Bitfocus

What can you do about Duplicate Data?
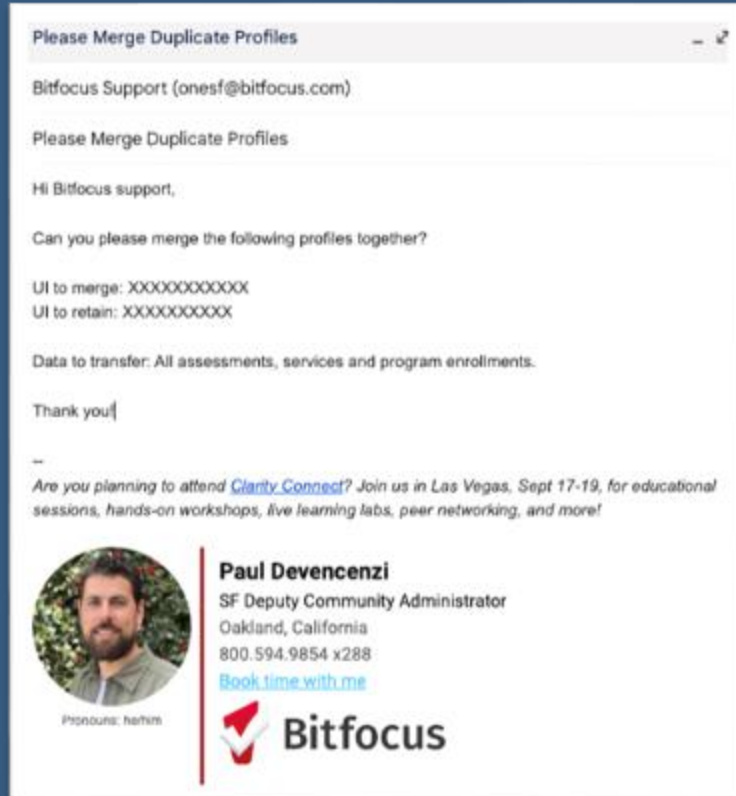
Support may ask for additional information if anything is not immediately clear!

- Once you have determined what data to retain, contact Bitfocus support at the chat module, by phone or by email.
- Include the UI's for which client to retain and which to merge, and what data to transfer to the retained profile, if any

Helpful Resources

ONESF Help Center Website
- onesf.bitfocus.com

Bitfocus Help Center
- help.bitfocus.com

Bitfocus Helpdesk
- onesf@bitfocus.com
- 415.429.4211

Bitfocus

Don't forget about Office Hours!

Adobe Stock | #191226705

→ 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

Announcements

Monthly Office Hours:
- August 24 @2pm
- October 22 @2pm

Next Agency Leads Meetings:
- October 28 @10:30am
- November 25 @10:30am

Registration Links: onesf.bitfocus.com

Bitfocus

Thank You From Your SF Team!

Holly Aversano
Senior Project
Administrator
hollya@bitfocus.com

Paul Devencenzi
Deputy Project
Administrator
pauld@bitfocus.com

Bitfocus

onesf-admin@bitfocus.com