



Monthly Agency Leads Meeting

San Francisco, September 2026

Today's Agenda

Welcome!

System Updates

New Interface Questions and Demos

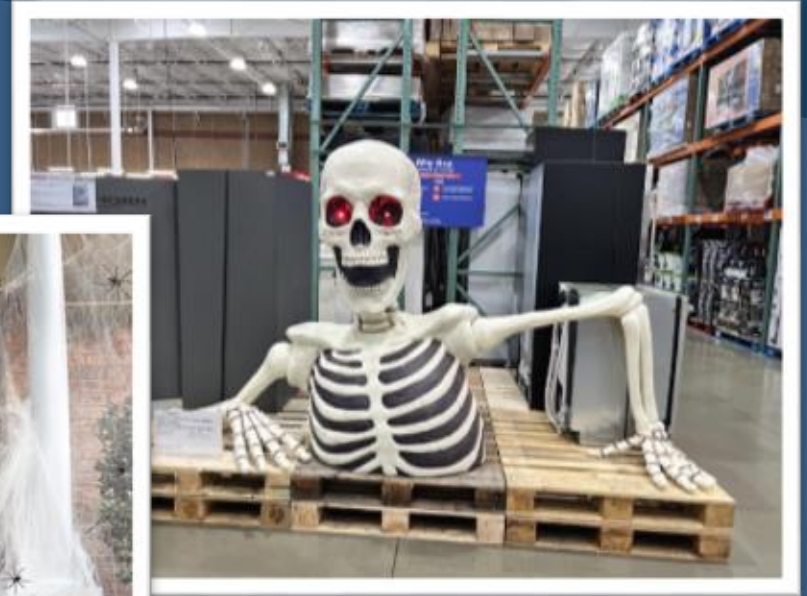
Federal Reporting Prep

Wrap Up

Welcome!

How do you like to decorate for Fall/Halloween?

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



System Updates

---> **New ONE System Interface** to launch on October 1.

---> All users will have access to the new interface

---> Users will no longer be able to switch back to the old interface

---> **New General Training** for new user accounts

---> Link can be found at
<https://onesf.bitfocus.com/new-user-info>

---> **Federal Reporting Season** nearly is upon us!



New ONE System Interface

New ONE System Interface Demos and Office Hours

→ Live Demos and Office Hours offered
daily from 10/1 through 10/13

→ None on 10/12 due to Indigenous
Peoples Day

→ Anyone can attend and all questions are
welcome

Thursday 10/1		Add to calendar:	
10-11 AM	Live Demo		
11 AM-12 PM	Office Hour		
1-2 PM	Office Hour		
3-4 PM	Office Hour		
Friday 10/2			
11 AM-12 PM	Office Hour		
2-3 PM	Office Hour		

Visit <https://onesf.bitfocus.com/one-system-interface>
for office hour dates/time and click on the Outlook or
Gmail icon to add it to your calendar.

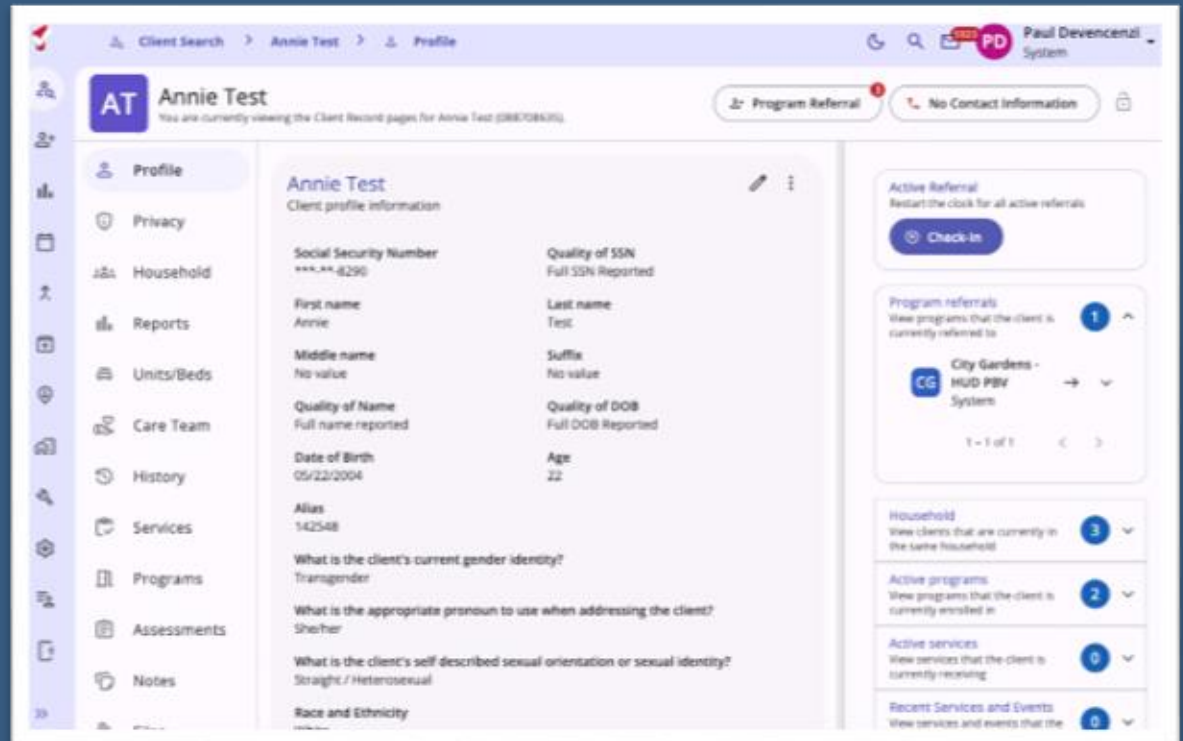
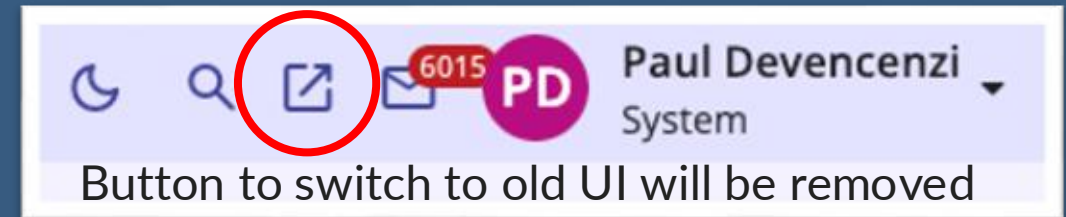
New ONE System Interface

→ **Automatic System-Level Change:** The switch to the new interface will be applied automatically to all Clarity instances.

→ Users will not be able to switch back to the older interface

→ **Early Morning Deployment:** The transition will be completed **prior to 8:00 AM ET on October 1st.**

→ **Legacy Interface Behavior:** Following the changeover, the legacy interface will only display for the limited set of screens that do not yet have a new Clarity UI equivalent.



Online Resources

---> Information and updates will be continuously posted to the ONE System help site at onesf.bitfocus.com/one-system-interface

---> Training resources can be found on the webpage or [directly using this link](#).

415.429.4211 | [ONESF@BITFOCUS.COM](https://onesf.bitfocus.com)

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New ONE System Interface

Table of Contents

- Office Hours & Live Demos
- Training Videos

Starting **October 1, 2026**, Clarity Human Services, the software platform that the ONE System runs on, will have a new look with a cleaner, more user-friendly design and interface. While the underlying structure of the ONE System will remain the same, including your workflows, basic functionalities, and data entry guidelines, we want to make sure you are as supported as possible through this change.

Office Hours & Live Demos

See below for a schedule of daily office hours so that you can get real-time help if you need it for the first few weeks. There are also live demos on Thursday, October 1st, and Tuesday, October 6th. These demos will cover similar topics available in the recorded training available at the bottom of this page, but will be live so you can ask questions.

If you need assistance outside of these times, the [ONESF Help Desk](#) is your best bet.

All of the office hours and demos will use the same Zoom link. There is no need to pre-register. You can also add any of the sessions below to your calendar using the links provided next to the date and time:

Thursday 10/1	Add to calendar:
10/11 AM	Live Demo  

Questions? Demonstrations?

Have questions or trouble using the new interface? Contact the Help Desk
at onesf@bitfocus.com

Reminder: Federal Reporting starts in October!

- >Data cleanup – No better time to start!
- >Be on the lookout for any emails regarding questions or requests for your programs.



Helpful Federal Reporting Reports

- Run the **[HUDX-225] HMIS Data Quality Report** found under HUD Reports section. Reviews Data Quality across a number of HMIS data elements
- Run the **[GNRL-106] Program Roster Report** found under the Program Reports section. Lists program stay and inventory information for clients in selected programs during the reporting period
- Run the **[GNRL-220] Program Details Report** also found under the Program Reports section

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:

- October 27th @2pm
- No November or December Office Hours

Agency Leads Meeting:

- October 26th @ 10:30am
- No November or December Leads Meeting

Registration Links: onesf.bitfocus.com



Thank You From Your SF Team!



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