



# Family Shelter Length of Stay & Extensions Training

March 18, 2025

# AGENDA

Services to Track Family Shelter Lengths of Stay & Extensions

Family Shelter Extensions File Uploads

Shelter Length of Stay Exit Reason

Determining Continuous Length of Stay Through the History Tab

Helpful Reports

Next Steps

Questions?

# Services to Track Family Shelter Lengths of Stay & Extensions

# Family Shelter Expected Exit Date

| Service Name                                                                               | Service Items                                                                                                                                                                                                                                                                                                                                                                      | Agencies                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Family Shelter Expected Exit Date (only create once and update as extensions are approved) | <ul style="list-style-type: none"><li>• Enter the expected exit date in the Event Date field (when extensions are granted, find original service in the client History tab and update Event Date to the new expected exit date and document the dates of each new extension in text box).</li><li>• <b>Client level service: not completed within program enrollment</b></li></ul> | <ul style="list-style-type: none"><li>• Catholic Charities CYO</li><li>• Compass Family Services</li><li>• Hamilton Families</li><li>• Homeless Prenatal Program</li><li>• Mission Action</li><li>• Providence Foundation</li><li>• Raphael House</li><li>• Salvation Army</li></ul> |

If a family transfers to a new shelter and is granted an extension, the new shelter should find the existing *Expected End Date* service in the client's history tab and update its event date to the new exit date.

# How to Submit a Client Level Service

*From the client's profile page*

1. Click on the Services Tab
2. Click on Service Name
3. Click on the appropriate Service item
4. Adjust the event date to the expect exit date
5. Click Submit
6. Find Submitted Service in the History tab

Sam Wise

PROFILE HISTORY **SERVICES** PROGRAMS ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION

Extenuating Circumstance Other ▾

Extenuating Circumstances Housing Search and Placement ▾

Failed Outreach Attempt Other ▾

Family Shelter Expected Exit Date (only create once and update as extensions are approved) ← Service Name

Enter the expected exit date in the Event Date field (when extensions are granted, find original service in the client History tab and update Event Date to the new expected exit date and document the dates of each new extension in text box).

Event Date: 03/13/2025

Service Note :

B I [icon] [icon]

SUBMIT

# 90-day Shelter Extension Services

| Service Name                             | Service Items                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Programs                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Shelter Length of Stay 90-Day Extensions | <ol style="list-style-type: none"> <li>1. Family Extension Review Meeting</li> <li>2. Family Shelter Extension Response Letter Issued, Approved and Uploaded to ONE (Medical)</li> <li>3. Family Shelter Extension Response Letter Issued, Approved and Uploaded to ONE (Transitional Housing Placement Pending)</li> <li>4. Family Shelter Extension Response Letter Issued, Approved and Uploaded to ONE (Housing Pending)</li> <li>5. Family Shelter Extension Response Letter Issued, Approved and Uploaded to ONE (Housing Barriers)</li> <li>6. Family Shelter Extension Response Letter Issued, Denied and Uploaded to ONE (Provide full justification in text box.)</li> </ol> | <ul style="list-style-type: none"> <li>• Catholic Charities: St. Josephs Family Center</li> <li>• Compass Family Services: Compass Family Shelter</li> <li>• Compass Family Services: 90-Day Family UAV - GF</li> <li>• Hamilton Families: Hamilton Family Residence</li> <li>• Hamilton Families: Hamilton Family Emergency Center (HFEC)</li> <li>• Homeless Prenatal Program: HPP PATH Emergency Housing</li> <li>• Mission Action: Buena Vista Horace Mann Family Shelter (Stay Over)</li> <li>• Providence Foundation: Providence Oasis Family Shelter</li> <li>• Raphael House Residential Shelter Program</li> <li>• Salvation Army: Harbor House</li> </ul> |

- The Shelter Length of Stay Extensions (30 Days) service has been retired.

# 14-day Shelter Extension Services

| Service Name                             | Service Items                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Programs                                                                                          |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------|
| Shelter Length of Stay 14-Day Extensions | <ol style="list-style-type: none"><li>1. Family Extension Review Meeting</li><li>2. Family Shelter Extension Response Letter Issued, Approved and Uploaded to ONE (Medical)</li><li>3. Family Shelter Extension Response Letter Issued, Approved and Uploaded to ONE (Temporary Shelter or Transitional Housing Placement Pending)</li><li>4. Family Shelter Extension Response Letter Issued, Approved and Uploaded to ONE (Housing Pending)</li><li>5. Family Shelter Extension Response Letter Issued, Denied and Uploaded to ONE (Provide full justification in text box.)</li></ol> | <ul style="list-style-type: none"><li>• Compass Family Services: 14-Day Family UAV - GF</li></ul> |

- The Shelter Length of Stay Extensions (14 Days) service has been retired.

## How to Submit a Service

*While within a program enrollment*

1. Click on Provide Services Tab
2. Click on Service Name
3. Click on the appropriate Service item
4. Adjust for appropriate date and write note
5. Include group members (if appropriate)
6. Click Submit
7. Find Submitted Service in the History tab within program enrollment

Enrollment History **Provide Services** Events Assessments Notes Files Forms X Exit

Services

Denial of Service: Other ▾

Document Ready Housing Search and Placement ▾

Housing Application Housing Search and Placement ▾

Problem Solving Financial Assistance Financial ▾

**Shelter Length of Stay 30-Day Extensions** Case Management ▾

1. 30-Day Exit Notice Letter (Copy of letter should be uploaded to ONE profile.) ▾

2. Family Extension Review Meeting ▾

3. Family Shelter Extension Request: Response Letter Issued, Approved and Uploaded to ONE (Medical) ▴

Event Date: 03/12/2025 [Calendar Icon]

**Include group members**

☒ Frida Bagbino

Service Note :

[Rich Text Editor: Bold, Italic, Link, Unlink]

**SUBMIT**



# Family Shelter Extensions File Uploads

# Family Shelter Extensions File Uploads

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES **FILES** REFERRALS CONTACT LOCATION

### UPLOAD A FILE

Category: Family Shelter Extensions

Predefined Name: Family Shelter Extension Response Letter- Granted, On Track

File: **Select File**

[Trouble attaching files? Switch to the Basic Uploader](#)

Private: ☐

**ADD RECORD** CANCEL

## How to Add a New File

1. Select the file tab from the client's profile
2. Click on the "Add File +" button to add a new file
3. Select the *Family Shelter Extensions* file category and the *Predefined Name* that matches the file you are uploading
4. Click *Select File* to select the file you want to upload
5. Click Add Record to complete the upload

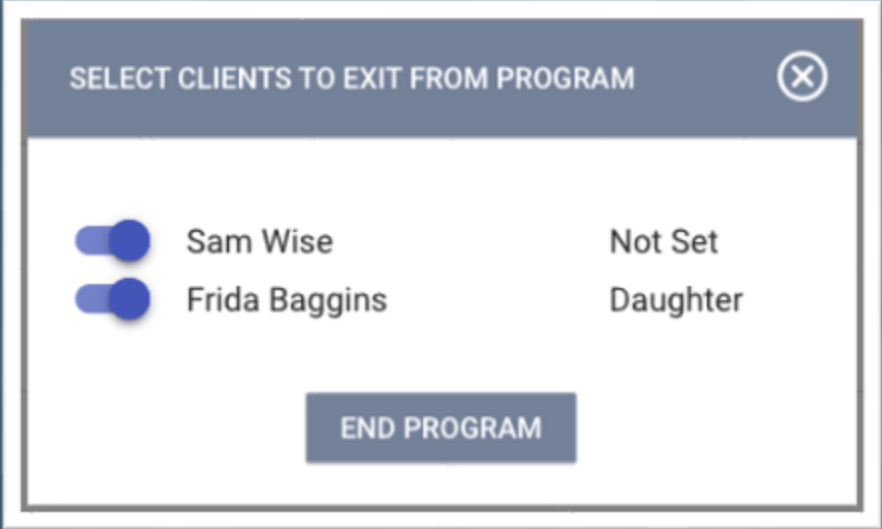
You can now view your file in the Client's file tab, it will also include the upload date/time and identify the uploader.

# Shelter Length of Stay Exit Reason

# Household Exits Reminder

→ Be sure to include (toggle on) relevant Household Members when exiting household from program\*

\*If exiting the Head of Household only, be sure that a new HoH is designated, and that the remaining members have their relationship to the new HoH updated. If program is using Inventory, the unit should be assigned to the new HoH as the first step.



| SELECT CLIENTS TO EXIT FROM PROGRAM |                        |
|-------------------------------------|------------------------|
| <input checked="" type="checkbox"/> | Sam Wise Not Set       |
| <input checked="" type="checkbox"/> | Frida Baggins Daughter |
| <button>END PROGRAM</button>        |                        |

# Shelter Length of Stay Exit Reason

→ Client enrollments that end due to a length of stay end will use the new exit reason: “Shelter Length of Stay Ended”

PROGRAM: 90-DAY FAMILY UAV - GF

Enrollment History Provide Services Events Assessments Notes Files Forms X Exit

End Program for client Sam Wise

Program Exit Date 03/10/2025 

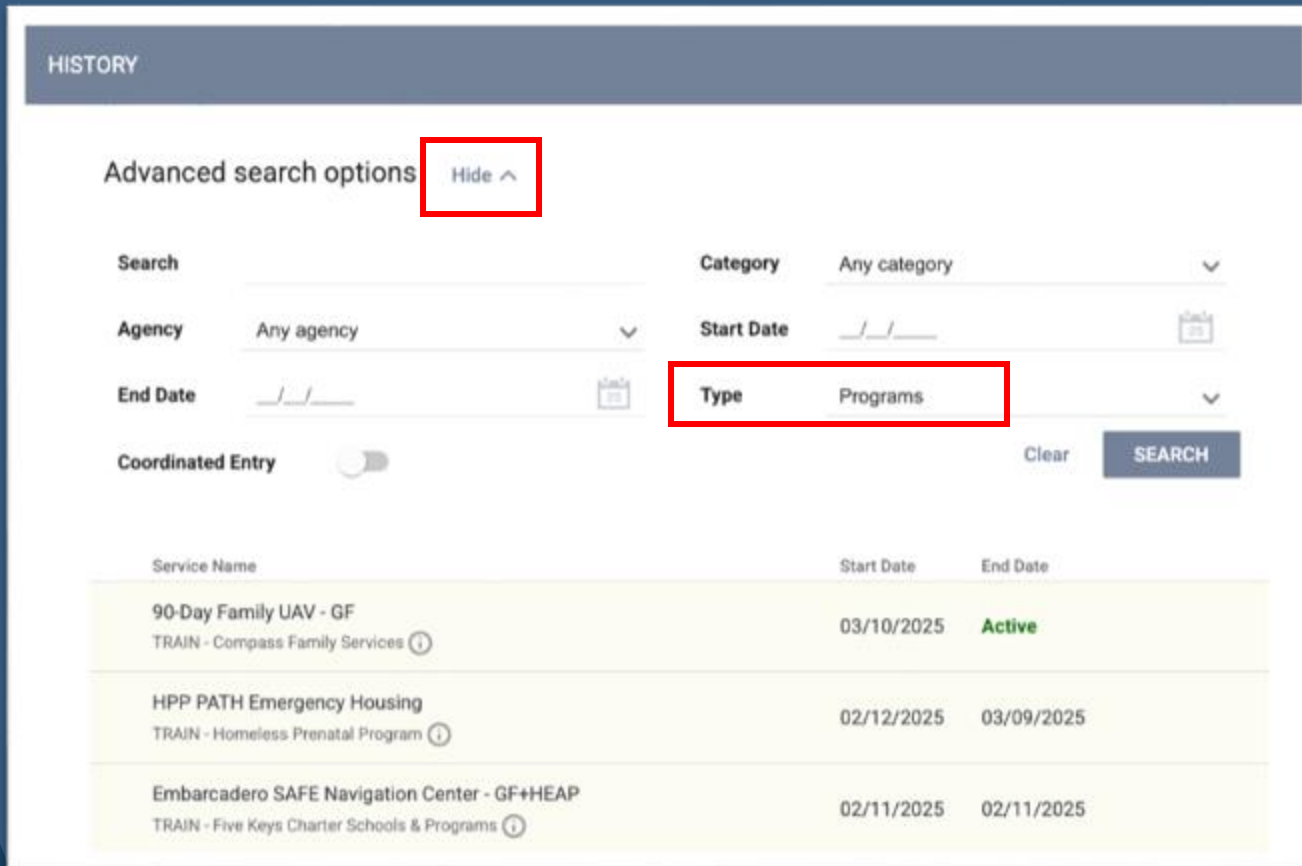
Exit Reason Shelter Length of Stay Ended ▼

Destination Select ▼

Exit Comment

# Determining Continuous Length of Stay Through the History Tab

# Determining Length of Stay



The screenshot shows a 'HISTORY' tab with an 'Advanced search options' section. A red box highlights the 'Hide ^' button. Below this, there are search filters for 'Search', 'Agency', 'End Date', 'Category', 'Start Date', and 'Type'. The 'Type' filter is set to 'Programs' and is also highlighted with a red box. A 'Coordinated Entry' toggle is present, along with 'Clear' and 'SEARCH' buttons. Below the filters is a table with three columns: 'Service Name', 'Start Date', and 'End Date'. The table lists three programs: '90-Day Family UAV - GF', 'HPP PATH Emergency Housing', and 'Embarcadero SAFE Navigation Center - GF+HEAP'. Each row includes a 'View' icon (i) next to the service name.

| Service Name                                                                                     | Start Date | End Date   |
|--------------------------------------------------------------------------------------------------|------------|------------|
| 90-Day Family UAV - GF<br>TRAIN - Compass Family Services (i)                                    | 03/10/2025 | Active     |
| HPP PATH Emergency Housing<br>TRAIN - Homeless Prenatal Program (i)                              | 02/12/2025 | 03/09/2025 |
| Embarcadero SAFE Navigation Center - GF+HEAP<br>TRAIN - Five Keys Charter Schools & Programs (i) | 02/11/2025 | 02/11/2025 |

→ You will sometimes need to define a client's continuous length of stay if they transferred from another shelter program

→ This will also help determine the expected exit date

→ Use the History Tab to track the HoH's length of time spend in Family Housing Shelter programs.

1. Go to the History Tab
2. Click on *View* next to Advanced Search Options
3. Select "Programs" for Type and click search
4. The history will now only show program enrollments

# Helpful Reports



# Family Shelter Length of Stay: Expected Exit and Extension Services

→ Report added to Data Analysis tab (under Family CES subsection)

→ Displays:

- Days in Current Shelter
- Family's expected exit date
- The number of the days until the family's expected exit
- The number of shelter extension services by type that have been logged for the family

→ Report has been updated to draw its data from the extension and exit services

Family CES

**\*Training\* Family Shelter Length of Stay: Expected Exit and Extension Services**

Program:  Unique Identifier:  Expected Exit Date:

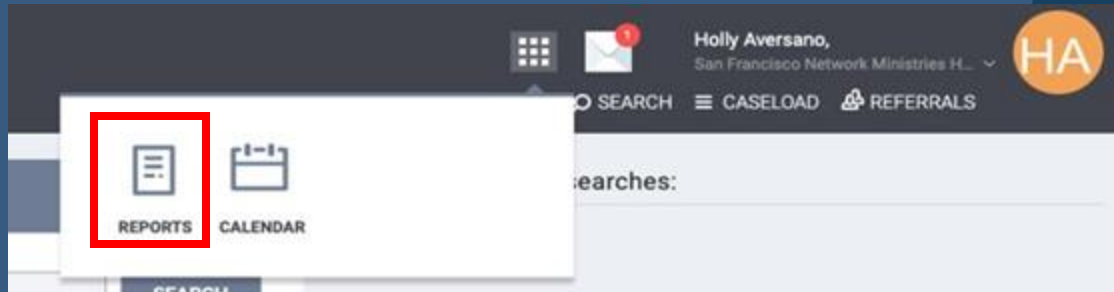
### 90 Day Shelters

| Unique Identifier | Client Full Name | Client ID  | Current Program | Current Program Start Date           | Days In Current Program | Expected Exit Date (taking into account any continuous stays at prior shelters) | Days Until Expected Exit | # of 30-Day Exit Notice Services | # of Family Extension Review Meeting Services | # of Extension Approval Services |
|-------------------|------------------|------------|-----------------|--------------------------------------|-------------------------|---------------------------------------------------------------------------------|--------------------------|----------------------------------|-----------------------------------------------|----------------------------------|
| 1                 | 4C33838A         | Alice W.   | 113888          | 90-Day Family UAR - GP               | 2024-10-15              | 148                                                                             | -                        | 0                                | 2                                             | 0                                |
| 2                 | 88345A121        | Howard     | 115146          | 90-Day Family UAR - GP               | 2023-11-01              | 495                                                                             | -                        | 0                                | 0                                             | 1                                |
| 3                 | 1F2200489        | Charlem    | 114914          | 90-Day Family UAR - GP               | 2025-02-07              | 31                                                                              | 2025-03-12               | 2                                | 1                                             | 0                                |
| 4                 | 380801A7D        | Lily Green | 114802          | 90-Day Family UAR - GP               | 2025-02-07              | 31                                                                              | 2025-03-13               | 3                                | 1                                             | 0                                |
| 5                 | 94C81870C        | Patric Ho  | 114796          | 90-Day Family UAR - GP               | 2025-02-12              | 29                                                                              | 2025-03-14               | 4                                | 2                                             | 0                                |
| 6                 | A83749C1         | Mrs Test   | 115123          | 90-Day Family UAR - GP               | 2024-11-22              | 139                                                                             | 2025-03-17               | 7                                | 1                                             | 0                                |
| 7                 | 4F2608A4E        | Mrs Fam    | 115125          | 90-Day Family UAR - GP               | 2025-03-04              | 30                                                                              | 2025-03-04               | 14                               | 1                                             | 0                                |
| 8                 | 7A25A4396        | Problem    | 114789          | 90-Day Family UAR - GP               | 2025-02-07              | 31                                                                              | 2025-04-28               | 49                               | 0                                             | 0                                |
| 9                 | A275A1775        | Sam Blue   | 114804          | Compass Family Shelter               | 2024-10-04              | 157                                                                             | -                        | 0                                | 0                                             | 0                                |
| 10                | 230713A63        | Dan Test   | 115212          | Compass Family Shelter               | 2025-02-14              | 34                                                                              | -                        | 0                                | 0                                             | 0                                |
| 11                | 071372F14        | Harry Po   | 114782          | Compass Family Shelter               | 2024-05-25              | 294                                                                             | 2025-03-08               | 10                               | 1                                             | 0                                |
| 12                | 3780808F7        | Shelia K.  | 114812          | Compass Family Shelter               | 2024-12-04              | 86                                                                              | 2025-03-05               | 10                               | 0                                             | 0                                |
| 13                | 4F2608A4E        | Mrs Fam    | 115125          | Compass Family Shelter               | 2024-11-04              | 124                                                                             | 2025-03-26               | 16                               | 0                                             | 0                                |
| 14                | 7A25A4396        | Problem    | 114789          | Compass Family Shelter               | 2024-07-25              | 228                                                                             | 2025-04-28               | 49                               | 0                                             | 0                                |
| 15                | 327A3A203        | Frída Sa   | 114825          | Hamilton Family Emergency Center (H) | 2024-11-04              | 129                                                                             | -                        | 0                                | 0                                             | 0                                |
| 16                | 9111067C2        | Olivia Gr  | 114870          | Hamilton Family Emergency Center (H) | 2024-08-31              | 191                                                                             | -                        | 0                                | 0                                             | 0                                |
| 17                | 9207327A6        | Anne Pr    | 114827          | Hamilton Family Emergency Center (H) | 2025-03-04              | 6                                                                               | -                        | 0                                | 0                                             | 0                                |
| 18                | 14C32579F        | Gwenet T   | 114808          | Hamilton Family Emergency Center (H) | 2024-08-27              | 195                                                                             | 2025-03-11               | 7                                | 0                                             | 0                                |
| 19                | 380801A7D        | Lily Green | 114802          | Hamilton Family Emergency Center (H) | 2024-10-31              | 130                                                                             | 2025-03-13               | 3                                | 0                                             | 0                                |
| 20                | A83749C1         | Mrs Test   | 115123          | Hamilton Family Emergency Center (H) | 2024-12-13              | 97                                                                              | 2025-03-17               | 7                                | 0                                             | 0                                |
| 21                | 8125A2039        | Bethena    | 114793          | WPP PATH Emergency Housing           | 2024-09-18              | 265                                                                             | -                        | 0                                | 0                                             | 0                                |
| 22                | 14C32579F        | Gwenet T   | 114808          | WPP PATH Emergency Housing           | 2024-09-03              | 280                                                                             | 2025-03-11               | 7                                | 0                                             | 0                                |
| Totals            |                  |            |                 |                                      |                         |                                                                                 | 49                       | 9                                | 0                                             | 14                               |

### 14 Day Shelters

| Unique Identifier | Client Full Name | Client ID   | Current Program | Days In Current Program | Project Start Date | Expected Exit Date (taking into account any continuous stays at prior shelters) | Days Until Expected Exit | # of 30-Day Exit Notice Services | # of Family Extension Review Meeting Services | # of Extension Approval Services |
|-------------------|------------------|-------------|-----------------|-------------------------|--------------------|---------------------------------------------------------------------------------|--------------------------|----------------------------------|-----------------------------------------------|----------------------------------|
| 1                 | 87C988763        | Client Test | 114863          | 14-Day Family UAR - GP  | 31                 | 2025-02-07                                                                      | 2025-02-26               | 0                                | 1                                             | 1                                |

# [GNRL-106] Program Roster



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 |
|-----------------------------------------|-------------------|------------|--------------|-------------|-------------|-----------|-----|-----------------|---|
| <b>Program: Example Housing Program</b> |                   |            |              |             |             |           |     |                 |   |
| Potter, Glenn                           | <b>82F20C4DB</b>  | 05/05/1945 | 78           | 78          | 05/08/2023  | -         | 291 | 05/08/2023      | 0 |
| Fish, Goldie                            | <b>D8A09E9B9</b>  | 03/03/1993 | 30           | 30          | 01/22/2024  | -         | 32  | 01/22/2024      | 0 |
| Moon, Marc                              | <b>BA44298E3</b>  | 05/05/1995 | 28           | 28          | 08/07/2023  | -         | 200 | 08/07/2023      | 0 |
| Wise, Sam                               | <b>A07FA1773</b>  | 02/02/1992 | 31           | 32          | 01/22/2024  | -         | 32  | 01/22/2024      | 1 |
| Baggins, Frida                          | 337A18C03         | 03/03/2023 | 0            | 0           | 01/22/2024  | -         | 32  | 01/22/2024      | 0 |

- Gives helpful information about households enrolled in your program within a reporting period
- Useful in identifying household compositions for individual enrollments
  - Groups Households together
  - HoH Unique Identifiers are in bold text
- Available to all users with access to the Reports Library
- Need help fixing enrollment or household data? Reach out to the Bitfocus Help Desk: [onesf@bitfocus.com](mailto:onesf@bitfocus.com)

# Resources

## Bitfocus Help Desk

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

## ONESF Help Center Website:

- [onesf.bitfocus.com](https://onesf.bitfocus.com)
- Slides and recording for today's training will be posted under *Training Materials* -> *Temporary Shelter* (menu at top)
  - <https://onesf.bitfocus.com/temporary-shelter>

Help Desk Widget (In ONE System and on ONESF Help Center Website)

