



# 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

The screenshot shows the 'Sam Wise' client profile page. The 'SERVICES' tab is highlighted in the top navigation bar. Below the navigation bar, there are several sections: 'Extenuating Circumstance' (Other), 'Extenuating Circumstances' (Housing Search and Placement), and 'Failed Outreach Attempt' (Other). A red box highlights the 'Family Shelter Expected Exit Date (only create once and update as extensions are approved)' text, with a yellow box labeled 'Service Name' pointing to it. Below this, there is a text box with instructions: '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)'. The 'Event Date' field is set to '03/13/2025' and is highlighted with a red box. Below the date field is a 'Service Note' text area with formatting options (B, I, =, ::). A 'SUBMIT' button is located at the bottom right of the form and is also highlighted with a red box.

# 30-day Shelter Extension Services

Service Name	Service Items	Programs
Shelter Length of Stay 30-Day Extensions	<ol style="list-style-type: none"> <li>1. 30-Day Exit Notice Letter (Copy of letter should be uploaded to ONE profile.)</li> <li>2. Family Extension Review Meeting</li> <li>3. Family Shelter Extension Request: Response Letter Issued, Approved and Uploaded to ONE (Medical)</li> <li>4. Family Shelter Extension Request: Response Letter Issued, Approved and Uploaded to ONE (Transitional Housing Placement Pending)</li> <li>5. Family Shelter Extension Request: Response Letter Issued, Approved and Uploaded to ONE (Housing Pending)</li> <li>6. Family Shelter Extension Request: Response Letter Issued, Approved and Uploaded to ONE (Housing Barriers)</li> <li>7. Family Shelter Extension Request: 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 Request: Response Letter Issued, Approved and Uploaded to ONE (Medical)</li> <li>3. Family Shelter Extension Request: Response Letter Issued, Approved and Uploaded to ONE (Temporary Shelter or Transitional Housing Placement Pending)</li> <li>4. Family Shelter Extension Request: Response Letter Issued, Approved and Uploaded to ONE (Housing Pending)</li> <li>5. Family Shelter Extension Request: Response Letter Issued, Approved 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** ← Service Name 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 📅

Include group members

Frida Riggins

Service Note:

🔼

**SUBMIT**

# Family Shelter Extensions File Uploads

# Family Shelter Extensions File Uploads

## 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.

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

UPLOAD A FILE

Category Family Shelter Extensions

Predefined Name 30-Day Exit Notice Letter (For 90-Day Shelter Programs)

File **Select File**

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

Private

**ADD RECORD** CANCEL

# 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.

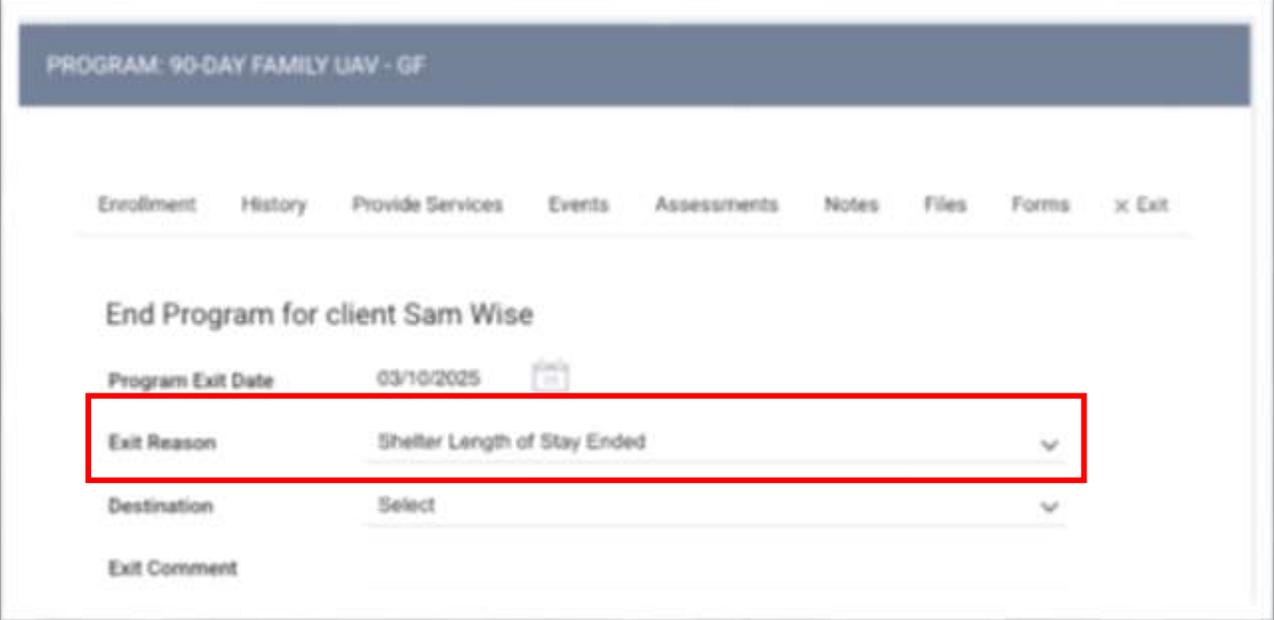
SELECT CLIENTS TO EXIT FROM PROGRAM

<input checked="" type="checkbox"/>	Sam Wise	Not Set
<input checked="" type="checkbox"/>	Frida Baggins	Daughter

END PROGRAM

# 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

HISTORY

Advanced search options Hide ^

Search  Category

Agency  Start Date

End Date  **Type**

Coordinated Entry  Clear

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

--->You will sometimes need to demine 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:

- i. Days in Current Shelter
- ii. Family's expected exit date
- iii. The number of the days until the family's expected exit
- iv. 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: All Unique Identifier: Client Exit Date: [Filter buttons: Is any value, Is any value, Is any time, More + 2]

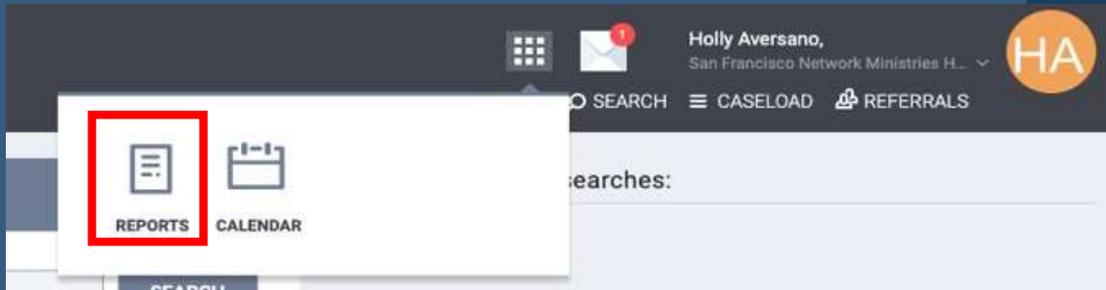
### 90 Day Shelters

Unique Identifier	Client Full Name	Client ID	Current Program	Days in Current Program	Program Start Date	Expected Exit Date (taking into account any confirmed stays at other shelters)	Days Until Expected Exit	# of Day Exit Services	# of Extension Review Meetings	# of Extension Approval Services	
1	413388884	Alice Ho	110988	90 Day Family U/W - GP	2024-10-15	189	--	0	2	0	
2	88388121	Alexand...	115186	90 Day Family U/W - GP	2023-11-01	493	--	0	0	0	
3	10388488	Charles	114814	90 Day Family U/W - GP	2023-03-07	31	2025-03-13	0	1	0	
4	228801670	Lily Green	114802	90 Day Family U/W - GP	2023-02-07	31	2025-02-13	0	1	0	
5	54191810	Patty Ho	114796	90 Day Family U/W - GP	2023-01-11	26	2025-03-14	0	2	0	
6	46074801	Mrs Teal	115125	90 Day Family U/W - GP	2024-11-22	188	2025-05-17	0	1	0	
7	41098840	Mrs Fan	115125	90 Day Family U/W - GP	2023-03-06	82	2025-03-28	16	1	0	
8	74284890	Frederic...	114788	90 Day Family U/W - GP	2023-02-07	31	2025-04-28	40	0	0	
9	40781275	Sam Wren	114824	Complete Family Shelter	2024-10-04	127	--	0	0	0	
10	28077483	Sam Teal	115212	Complete Family Shelter	2023-02-14	24	--	0	0	0	
11	81137219	Hany Ho	114782	Complete Family Shelter	2024-05-23	294	2025-03-20	10	1	0	
12	37898807	Shelia K.	114870	Complete Family Shelter	2024-10-04	86	2025-03-25	13	0	0	
13	41098840	Alex Fan	115125	Complete Family Shelter	2024-11-06	124	2025-03-26	16	0	0	
14	74284890	Frederic...	114788	Complete Family Shelter	2024-07-25	228	2025-04-28	46	0	0	
15	82118021	Vicki Ho	114870	Hamilton Family Emergency Center (H)	2024-11-04	124	--	0	0	0	
16	81137219	Shelia K.	114870	Hamilton Family Emergency Center (H)	2024-08-31	191	--	0	0	0	
17	40070276	Amya Pi	114921	Hamilton Family Emergency Center (H)	2023-03-04	4	--	0	0	0	
18	14022578	Vivian T.	114806	Hamilton Family Emergency Center (H)	2024-08-27	195	2025-03-11	1	0	0	
19	228801670	Lily Green	114802	Hamilton Family Emergency Center (H)	2024-10-01	123	2025-03-15	0	0	0	
20	46074801	Mrs Teal	115125	Hamilton Family Emergency Center (H)	2024-12-16	87	2025-03-17	0	0	0	
21	81240109	Brianca	114781	HFP (H) Emergency Housing	2024-06-16	241	--	0	0	0	
22	14022578	Vivian T.	114806	HFP (H) Emergency Housing	2024-06-03	180	2025-03-11	1	0	0	
Totals								40	9	6	14

### 14 Day Shelters

Unique Identifier	Client Full Name	Client ID	Current Program	Days in Current Program	Program Start Date	Expected Exit Date (taking into account any confirmed stays at other shelters)	Days Until Expected Exit	# of Day Exit Services	# of Extension Review Meetings	# of Extension Approval Services
1	41098840	Alex Fan	115125	14 Day Family U/W - GP	31	2025-02-07	2025-02-26	0	1	0

# [GNRL-106] Program Roster



---> 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)

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
<i>Program: Example Housing Program</i>									
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

# Resources

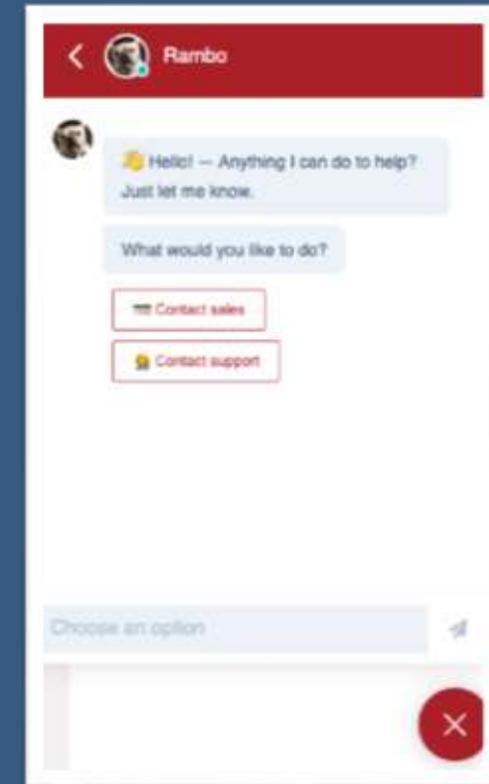
## Bitfocus Help Desk

- [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)



# Next Steps

## 1. Complete all extension services by Friday 3/28

- 30-Day Exit Notice Letter (90-Day Programs only)
- Family Extension Review Meeting
- Family Shelter Extension Requests (All approved and denied requests, including justification)

## 2. Enter current exit dates for all families by Friday 3/28

# Next Steps Continued

## 3. Upload all Required Documents to HoH ONE Profile by Friday 3/28

- 30-Day Exit Notice Letter (90-Day Programs only)
- Family Shelter Extension Request Response Letters (All approved and denied requests)

## Follow Up Training: Tuesday, 4/1/25, 2- 3:30pm

- Hosted by HSH Shelter Team
- Review of workflow, services to be logged, documents to be uploaded

# Questions?