



Journey Home: Reunification & Relocation Assistance Program

Follow-up Training

Today's Agenda

Welcome & Introductions

Program Name Update

Service and Event Updates

Exit Screen Updates

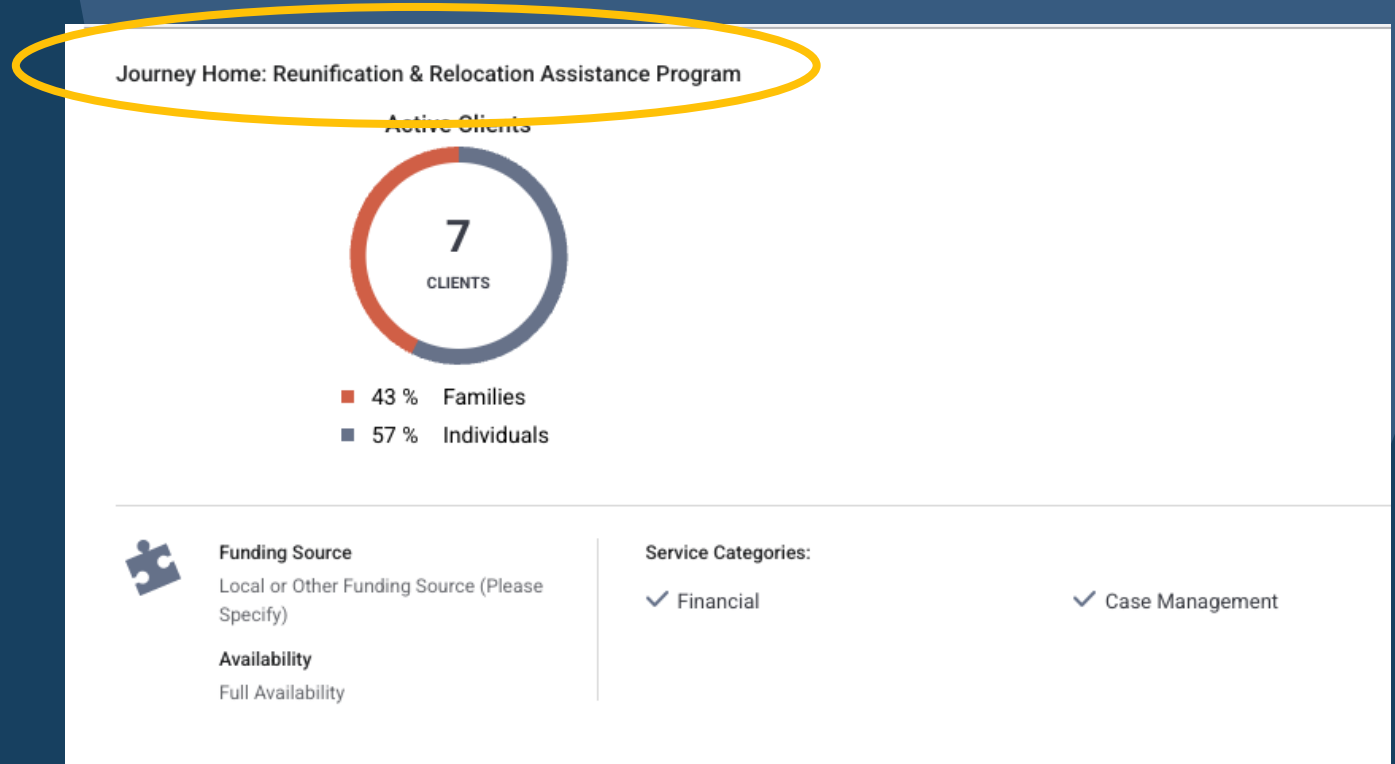
Follow-up Assessment

Useful Reports

Resources/Questions & Wrap up

Program Name Update

---> Program name updated to become:
Journey Home: Reunification & Relocation Assistance Program



Service and Event Updates

Journey Home Retention Contact

- > New Service available: **Journey Home Retention Contact**
 - > Successful Contact
 - > Unsuccessful Contact
- > Use to track follow-up support provided to relocated clients **within 90 days** after relocation has occurred (after client has traveled but before exited from program).

Note: Client/household must still be active in program in order to add service to enrollment.

The screenshot displays a user interface for a client named Frida Boggins. The top navigation bar includes tabs for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, REFERRALS, CONTACT, and LOCATION. The main content area is titled 'PROGRAM: JOURNEY HOME: REUNIFICATION & RELOCATION ASSISTANCE PROGRAM'. Below this, there is a sub-navigation bar with tabs for Enrollment, History, Provide Services (which is selected), Events, Assessments, Notes, Files, Forms, and an Exit button. The 'Services' section is highlighted with a yellow oval and contains a table with the following entries:

Service Name	Category
Journey Home Retention Contact	Case Management
Successful Contact	
Unsuccessful Contact	
Problem Solving Financial Assistance	Financial
Travel and Relocation Waivers	Financial

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
5. Write note
6. Include group members (if appropriate)
7. Click Submit
8. Find Submitted Service in the History tab within program enrollment

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

Services

Journey Home Retention Contact Case Management ▾

Successful Contact ^

Event Date: 02/18/2026

Service Note :

B *I*

SUBMIT

Unsuccessful Contact ▾

Travel and Relocation Waiver Service Update

The screenshot shows a web interface for "Travel and Relocation Waivers" under "Case Management". The main section is titled "Waiver approved" and contains the following fields:

- Event Date:** 02/24/2026 (with a calendar icon)
- Service Note:** A text area with formatting options (B, I, bulleted list, numbered list) and a "SUBMIT" button.

Below the main form, there are two expandable sections:

- Waiver denied** (with a downward arrow)
- Waiver submitted** (with a downward arrow)

- Waiver services no longer have Expense/Funding fields present
- Purpose of service is to simply log the Waiver process with a client/household

Important Note

- All travel and relocation dollar amounts need to be recorded under "Problem Solving Financial Assistance" service items
 - If you've previously logged financial assistance dollars under the Travel & Relocation Waiver service, **please go back and be sure that the dollar amounts are now logged under a PS Financial Assistance Travel & Relocation Support service**

Updated Event Names

Updated names to better align with program

---> *Problem Solving Travel and Relocation Support: Referral to substance use treatment or sobering center* → **Journey Home: Referral to substance use treatment or sobering center**

---> *Problem Solving Conversation: Problem Solving Conversation* → **Journey Home Engagement**

PROGRAM: JOURNEY HOME: REUNIFICATION & RELOCATION ASSISTANCE PROGRAM

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

Coordinated Entry Events

Problem Solving/Diversion/Rapid Resolution intervention or service

Journey Home: Referral to substance use treatment or sobering center

Journey Home Engagement

Exit Screen Updates


Updated Exit Reasons


---> New Exit Reasons available:


---> **Journey Home Relocation:** new option to be used for successful relocations

---> **Terminated from Program due to Ineligibility:** to be used when client/household is found ineligible

End Program for client Frida Boggins

Program Exit Date 02/17/2026 

Destination Staying or living with family, permanent tenure 

Exit Reason 

DISABLING CONDITIONS A

Physical Disability

Developmental Disability

Chronic Health Condition

HIV - AIDS


Mental Health Disorder

- ✓ Select
- Client is no longer in SF County
- Client placed in Institutional Setting
- Denial of Service
- Deceased
- Exit by Client Choice
- Housed through Coordinated Entry
- Housed through Referral to Other Problem Solving Resource
- Housed through Problem Solving Resolution
- Journey Home Relocation
- Terminated from Program due to Ineligibility
- Data not Collected

New Field: Ineligibility Reason(s)

- > New required field on exit screen
- > Appears when **Terminated from Program due to Ineligibility** is selected as Exit Reason
- > Multiselect field giving you the ability to choose more than one ineligibility reason
- > Additional required textbox, '**Please Describe**' will appear if Other is selected as ineligibility reason

End Program for client Frida Boggins

Program Exit Date 02/24/2026 

Destination Place not meant for habitation (e.g., a vehicle, an abandoned building, bu

Exit Reason Terminated from Program due to Ineligibility

Ineligibility reason(s) Select

DISABLING CONDITIONS AP

Physical Disability

Developmental Disability

Chronic Health Condition

HIV - AIDS

- Does not meet HSH criteria of experiencing homelessness
- On parole or probation restricting them to San Francisco
- Unable to provide informed consent and demonstrate fitness for safe tra
- Verifiable connection to their destination city
- Unable to prove custody of minor child/ren under 18 years old
- Client utilized program in the last 2 years and waiver denied
- Other

Ineligibility reason(s) Other

Please Describe

Follow-up Assessment

Follow-up Assessment

---> Problem Solving Relocation Assistance 90-Day Follow-up

---> Client-level assessment (given that client/household should already be exited by this point).







---> To be used to track follow up attempts and/or contact made with client or household **90 days after** relocation has occurred.

---> Additional questions may appear depending on selection.

Frida Boggins

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

PROBLEM SOLVING RELOCATION ASSISTANCE 90-DAY FOLLOW UP

1. First Attempt to Reach Client	02/17/2026 
Notes	<input type="text"/>
2. Second attempt to reach client	
Notes	<input type="text"/>
3. Third attempt to reach client	
Notes	<input type="text"/>
4. Fourth attempt with host friend/family	
Notes	<input type="text"/>
5. Assessment Date	
6. Problem Solving Relocation Destination City, State (or Country if International)	<input type="text"/>
7. Were you able to reach the client?	Select 

How to Provide Follow-up Assessment

The screenshot shows the Bitfocus interface for a client named Frida Boggins. The 'ASSESSMENTS' tab is active, displaying a list of assessments. The 'Problem Solving Relocation Assistance 90-Day Follow Up' assessment is highlighted, and a yellow circle highlights the 'START' button. An overlay window shows the details of this assessment, including fields for outreach attempts, dates, notes, and assessment details.

PROBLEM SOLVING RELOCATION ASSISTANCE 90-DAY FOLLOW UP

1. First Attempt to Reach Client 02/18/2026

Notes

2. Second attempt to reach client

Notes

3. Third attempt to reach client

Notes

4. Fourth attempt with host friend/family

Notes

5. Assessment Date 02/18/2026

6. Problem Solving Relocation Destination City, State (or Country if International)

7. Were you able to reach the client? Select

1. Navigate to Client profile
2. Click on **Assessments** tab
3. Locate 90-Day Follow Up Assessment and click **START** button to begin assessment
4. Use available fields to log outreach attempts and client responses
5. Click **Save**





Viewing/Editing Saved Assessment

The screenshot shows the Bitfocus interface for a client named Frida Boggins. The top navigation bar includes links for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS (highlighted with a yellow circle), NOTES, FILES, REFERRALS, CONTACT, and LOCATION. Below the navigation bar, there are two main sections: ASSESSMENTS and ASSESSMENT HISTORY.

ASSESSMENTS

- Problem Solving Relocation Assistance 90-Day Follow Up (START button)
- Special Assessment for Shallow Subsidy Program (START button)

ASSESSMENT HISTORY

Assessment Name	Completed	Details
 Problem Solving Relocation Assistance 90-Day Follow Up TRAIN - Glide Foundation	02/18/2026	
Adult Primary CE Assessment TRAIN - San Francisco Youth Coordinated Entry Agency	02/09/2026	Adult Priority : 63 ELIGIBILITY 
Housing Support Plan  TRAIN - Abode Services	01/28/2026	

→ 90-day Follow up Assessment can be updated over time (if multiple attempts to reach the client are needed).

→ To come back to a previously saved assessment to log multiple outreach attempts/contact with the client:

1. Navigate to Client profile
2. Click on **Assessments** tab
3. Scroll to **Assessment History** section
4. Hover over the desired Follow Up Assessment and click **pencil icon** to edit
5. Log any additional follow up information for client
6. Click **Save**

Useful Reports

Journey Home 90-Day Follow Up Dashboard

The screenshot shows the 'Glide Foundation' dashboard under the 'DATA ANALYSIS' tab. It displays a list of reports categorized into 'Built In Reports', 'San Francisco ONE System Reports', and 'Glide Foundation Reports'. The 'Glide Foundation Reports' section is expanded, showing a list of reports with a 'RUN' button next to each. The 'Journey Home 90-Day Follow-Up' report is highlighted with a yellow oval.

Report Name	Count
Built In Reports	0 report(s) ↓
San Francisco ONE System Reports	93 report(s) ↓
Glide Foundation Reports	4 report(s) ^
Home	
Active Users Report	▶ RUN
Glide Foundation Problem Solving Dashboard	▶ RUN
Journey Home 90-Day Follow-Up	▶ RUN
Journey Home Open Shelter Beds Report	▶ RUN

---> Found under the Data Analysis tab in Reports

---> Click Run to access report

Journey Home 90-Day Follow Up Dashboard

---> 3 sections of report:

---> Follow-up Assessments Due

---> Follow-up Assessments in Progress

---> Follow-up Assessments Completed

---> Based on date that Travel & Relocation financial service was provided

---> Clients will appear in 'Assessments Due' tile 90 days after service provided

The screenshot displays the 'Journey Home 90-Day Follow-Up' dashboard. It features three main sections, each with a table header and a 'No Results' message in the body.

- Follow-up Assessments Due:** The table header includes columns for Client Full Name, Unique Identifier, Link to Client Profile, Latest Relocation Service Start Date, Program Name, Program Exit Date, and Row Limit Alert.
- Follow-up Assessments In Progress:** The table header includes columns for Client Full Name, Unique Identifier, Link to Client Profile, Relocation Service Date, Program Name, Program Exit Date, First Attempt to Reach Client, and Row Limit Alert.
- Follow-up Assessments Completed:** The table header includes columns for Client Full Name, Unique Identifier, Link to Client Profile, Relocation Service Date, Program Name, Program Exit Date, First Attempt to Reach Client, Assessment Date, 6. Problem Solving Relocation Destination City, State (or Country if International), 7. Were you able to reach the client?, 8. Are you still living in the same indoor housing that you were provided relocation assistance to?, 8. Is the participant still living with you?, 9. How long did they stay with you?, 9. How long were you able to stay there?, 10. What is your current living situation?, 10. What was the reason the participant was no longer able to stay with you?, 10a. Other: Please Describe, 11. Where are you located?, 11. What is their current living situation?, 11a. Other: Please Describe, and 12. How long are you able to stay there?.

Program Roster Report

---> [\[GNRL-106\] Program Roster](#)

- > Found in Reports Library under Program Based Reports
- > Contains helpful information such as Enrollment Date, Length of Stay, and number of Services provided within program
- > Useful to help determine which clients may need to be exited from program:
 - > **Clients who have zero Services or Events for 14 days or more.**
- > Web Page version of report helpful in easily navigating to client profile by clicking on on client name or UID

Program Based Reports
[EMPL-101] Employment Report
[EMPL-102] Employment / Education Report
[EXIT-101] Potential Exits
[EXPS-103] Program Funding Source Financial Detail
[GNRL-105] Program Participation Summary
[GNRL-106] Program Roster
[GNRL-220] Program Details Report [2022]

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	S	CN	Assigned Staff
Program: Problem Solving Relocation and Reunification												
Flintstone, Fred	38365D760	05/05/1981	44	44	12/31/2025	-	8		0	0	0	C. Thomsen
Potter, Harry	1E6790D1D	06/06/1999	26	26	01/06/2026	-	2		0	0	0	C. Thomsen
Test, Samuel	270240F40	08/08/1998	27	27	01/07/2026	-	1		0	0	0	H. Aversano
Snow, Frosty	A245D13C4	02/02/1992	33	33	01/07/2026	-	1		0	0	0	H. Aversano
Deere, Rudolph	7CA6BF14E	02/02/2002	23	23	01/07/2026	-	1		0	0	0	H. Aversano

Bitfocus Resources

ONE System Help Site:

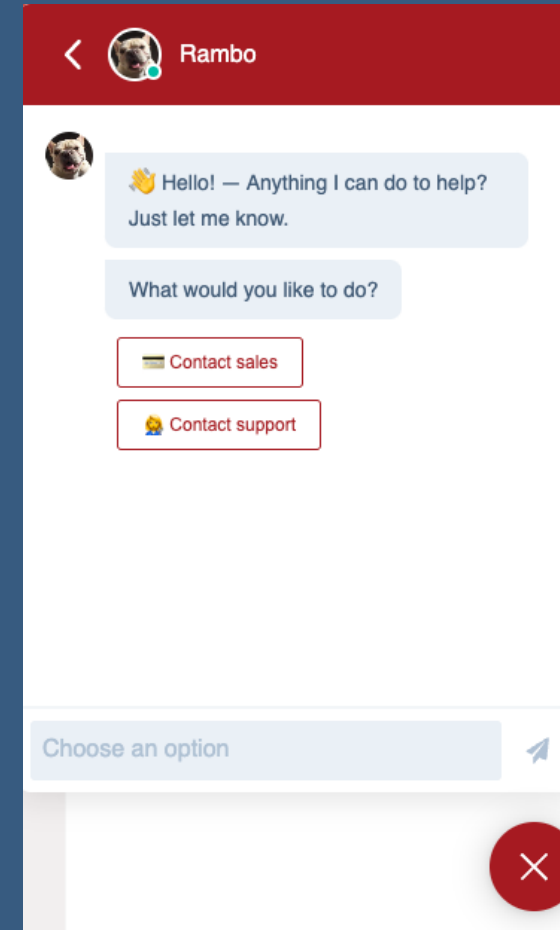
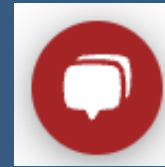
---> onesf.bitfocus.com

Bitfocus Help Desk

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Help Desk Widget (On ONESF Help Center Website and Bitfocus Help Site)



Questions?