



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Financial Services for Scattered-Site Providers

January 29, 2025

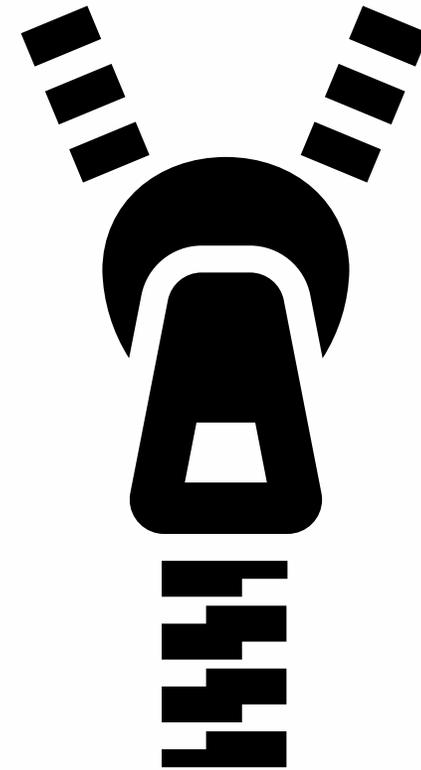


# Agenda

- Welcome, Background, Expectations
- Implementation timeline
- Overview of Workflow in ONE
- ONE System Demonstration
- Questions
- FAQs

# Housing Move-In Financial Support

- Intended to capture costs associated with move-ins for the purpose of advancing racial equity and housing justice.
- Recovering costs and establishing new funding streams
- Future uses may include tracking other financial services not already present in the ONE system



# About the Client Population

Any individual who has costs paid as required by landlord for move-in, to establish tenancy, or for services and items necessary to establish a household should have documentation in the ONE system.

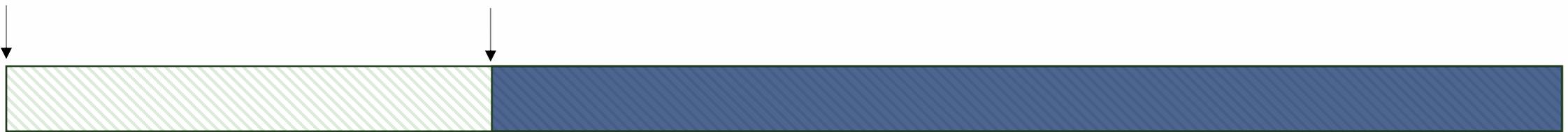


# About the CalAIM Client Population

1. An individual with active Medi-Cal
2. Who has gone through Housing Navigation\* and was authorized for Housing Navigation services *AND*
3. Received Housing Deposit funds to secure housing.

Housing Navigation  
October 1, 2023

Housing Deposits  
January 1, 2024



\*CalAIM eligible programs are 100% funded by GF and OCOH

# Provider Responsibility

- Staff (e.g. financial team, housing locators) will document *Housing Move-In Financial Support* in the ONE system within 3 business days of service **and** prior to program exit.
- Maintain all supporting documentation and records for costs as outlined in HSH contracts

# Implementation Timeline

- Go Live on **02/01/2025**: For all individuals who receive a Housing Move-In Financial Support
- CalAIM updates and training will be reviewed at the Community of Practice 02/15 from 2:10 – 3:00 pm. Contact Neha Kapoor [[neha.kapoor@sfgov.org](mailto:neha.kapoor@sfgov.org)] for series calendar invitation

# Data Points in the ONE system

- Service Date
- Service Category: *Housing Move-In Financial Support*
- Full cost documentation of Service Items: *Furniture Costs, Housing Deposit and Security Costs, Utilities Costs, and Other Goods*

# Housing Deposits Goods and Services

Rental Move-In Amount	Utility Cost Amount	Furniture Cost Amount	Other Goods Amount
<p>Move-in costs required by landlord for occupancy such as:</p> <p>Security deposits required to obtain a lease on an apartment or home</p> <p>First month's rent as required for occupancy</p>	<p>Costs of utilities to establish tenancy which include:</p> <p>Utility Allowances for 1st month</p> <p>Utility set-up fees/ deposits for utilities</p> <p>First month coverage of utilities:</p> <ul style="list-style-type: none"> <li>•Telephone</li> <li>•Gas, Electricity, Water</li> <li>•Heating</li> </ul> <p><u>One month</u> of arrears if it presents a barrier to establishing utilities in the unit.</p>	<p>Furniture and other household items if reasonable and directly linked to establishing a home</p> <p><i>Refer to next slide for a complete list of items.</i></p>	<p>Other costs that pose a barrier to establish tenancy e.g. items required by landlord for occupancy, or services needed prior to establishing (or transitioning to) a home</p> <p>1 month of renter's insurance</p> <p>Application fees</p> <p>First month's coverage of any needed storage fees</p>

## Furniture and other household items if reasonable and directly linked to establishing a home such as:

Kitchen items:	Bedroom items	Bathroom items	Living Room items	Other Items
Bowls, can opener, cleaning supplies, cups/glasses, cutlery, cutting boards, dining table/chairs, dish drying rack, dish towels, kitchen utensils, plates, pots and pans, any appliances necessary for food storage and consumption (e.g., microwave, refrigerator, stove, etc.).	Bedding, bedframe, clothes hanger, infant furniture, mattress, nightstand, hypoallergenic mattresses, or pillow covers.	Bathmat, cleaning supplies, shower/bath curtains, toiletries, towels.	Coffee/end tables, couch, lamps/lighting	Air conditioners, air filters, carbon monoxide detectors, heaters, night lights, smoke detectors, trash cans, vacuum cleaners.

# What should *not* be included?

- Renting a truck or storage pod to support with the move
- Hiring movers to support with the move
- Items that are not a part of established provider services

# New Service: Housing Move-In Financial Support

The screenshot shows a web interface for 'Housing Move-In Financial Support'. At the top left is the title 'Housing Move-In Financial Support' and at the top right is a dropdown menu labeled 'Financial'. Below the title is a list of four categories, each with a dropdown arrow on the right:

- Furniture Costs
- Housing Deposit and Security Costs
- Other Goods
- Utilities Costs

- New financial Service to track agency spending related to housing move-in costs under CalAIM.
- Captures exact spending amounts and expense dates

# Accessing the Housing Move-In Financial Support Service

Annie Prescott

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

PROGRAM HISTORY

Program Name	Start Date	End Date	Type
 Five Keys - Rapid Rehousing - Prop C PH - Rapid Re-Housing TRAIN - Five Keys Charter Schools & Programs ⓘ	01/17/2025	Active	Individual

- From a client's profile, select the Programs tab
- Select the program enrollment you want add the service to by clicking on the  icon
- This service is only available under specific programs

# Accessing the Housing Move-In Financial Support Service

PROGRAM: FIVE KEYS - RAPID REHOUSING - PROP C

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

Services

Eviction Activity Housing ▾

Extenuating Circumstances Housing Search and Placement ▾

Housing Coordination Services Housing ▾

Housing Focused Case Management Services Case Management ▾

**Housing Move-In Financial Support** Financial ▾

Service Name

Service Items

- Furniture Costs ▾
- Housing Deposit and Security Costs ▾
- Other Goods ▾
- Utilities Costs ▾

- Within the program enrollment, select the *Provide Services* tab
- Select the “Housing Move-In Financial Support” service
- Select the appropriate service item to record your service:
  - Furniture Costs
  - Housing Deposit and Security Costs
  - Other Goods
  - Utilities Cost

# Documenting Costs

Housing Move-In Financial Support Financial

Furniture Costs

Housing Deposit and Security Costs

Event Date: 01/17/2025

Expense Amount: 1000.00 Expense Date: 01/17/2025

Funding Source: No Funding Source

Service Note:

**B** **I** **☰** **☰**

Note not required.

SUBMIT

Actual Cost Amount

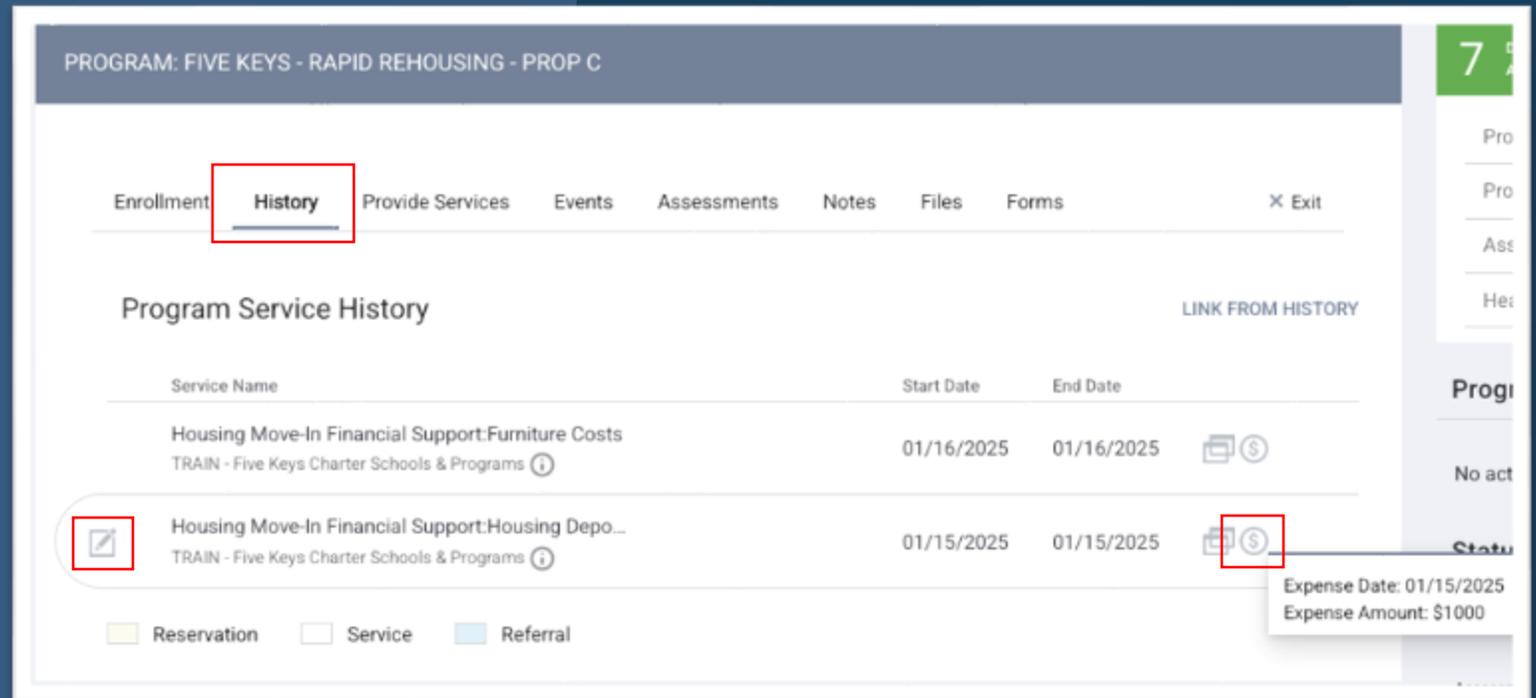
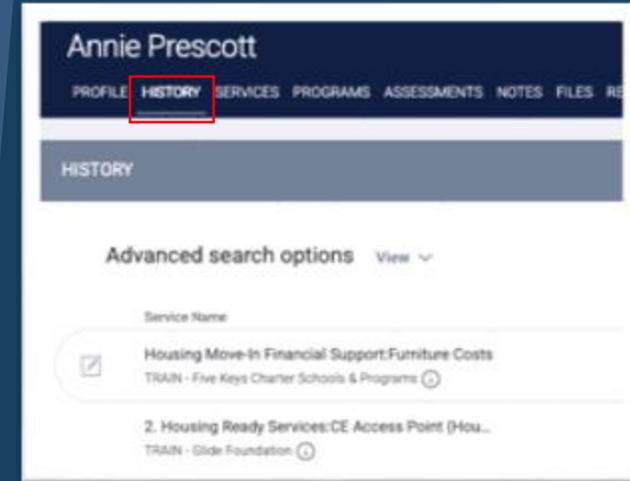
Date Documented

Same As Date Documented

No Funding Source Required

# Reviewing Cost History

- Previously recorded services can be found in the *History* tab within the program enrollment
  - Can also be found under the *History* tab on the client's profile
- Hover over the  icon to see the expense date and amount
- Click on the  icon to edit the service



# Editing Costs

- Costs can not be entered retroactively after program exit
- Costs can not be deleted
  - Duplicate costs should be adjusted to \$0
  - Ask Bitfocus' Support Services to remove any services that need to be deleted [onesf@bitfocus.com](mailto:onesf@bitfocus.com)  
415.429.4211

Scenario: Costs for Furniture have been entered 2 times. Therefore, second entry should be changed to \$0



# Editing Costs

- To edit the Event Date or Service note, make the changes on the edit screen.
- Click on the  icon next to the expense you want to edit within the service.
  - This will bring up the Modify Expenses popup

### HISTORY: EDIT

Service Name: Housing Move-In Financial Support

Service Item: Furniture Costs

Category: Financial

Delivery Type: Single Event

Agency: TRAIN - Five Keys Charter Schools & Programs (Entered by: Paul Devencenzi)

Expiry Warning:

Event Date: 01/16/2025 

Private:

### PROGRAMS

Agency Name	Start Date	End Date	Type
Five Keys - Rapid Rehousing - Prop C	TRAIN - Five Keys Charter Schools & Programs	01/10/2025	Individual

### EXPENSES (\$200.00)

Funding Source	Expense Date	Amount
 No Funding	01/16/2025	\$200.00

### NOTES

**B** *I*  

# Editing Costs

- The following elements can be edited within the Modify Expense popup box:
  - Funding Source
  - Funding Amount
  - Expense Date
- Click on “Save” within the Modify Expenses box, then either of the “Save Changes” buttons to complete editing the service

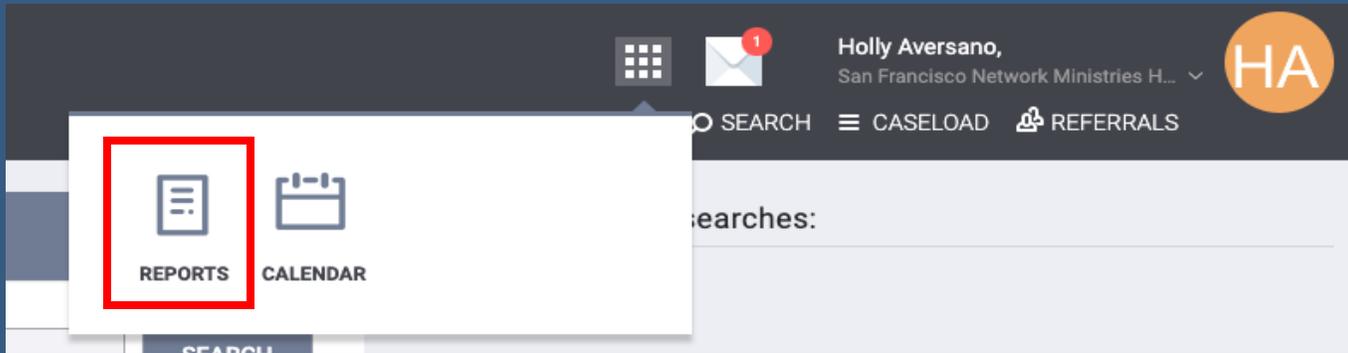
If you are editing an event or expense date, make sure both dates match before saving the service

The screenshot displays the 'HISTORY: EDIT' interface for a service named 'Housing Move-In Financial Support'. The service item is 'Furniture Costs', categorized as 'Financial', with a 'Single Event' delivery type. The agency is 'TRAIN - Five Keys Charter Schools & Programs (Entered by: Paul Devencenzi)'. The event date is '01/16/2025'. A 'MODIFY EXPENSE' popup box is open, allowing editing of the following fields:

- Funding Source:** No Funding Source (dropdown menu)
- Expense Amount:** \$ 200.00
- Expense Date:** 01/16/2025 (calendar icon)
- Check Number:** (text input field)
- Vendor:** (text input field)
- Notes:** (text area)

A 'SAVE' button is located at the bottom of the popup. The background interface shows a table of expenses with columns for 'Funding Source', 'Expense Date', and 'Amount'. The current expense is listed as 'No Funding', '01/16/2025', and '\$200.00'. Below the table, there are 'SAVE CHANGES' and 'CANCEL' buttons.

# Reports Library



--->Contains ready made or “canned” reports

--->To access, click the Reports icon from the Launchpad.

--->Ability to “Favorite” reports

REPORT LIBRARY	
Favorite Reports	0 report(s) ▾
HUD Reports	7 report(s) ▾
Data Quality Reports	6 report(s) ▾
Service Based Reports	13 report(s) ▾
Program Based Reports	19 report(s) ▾

# Program Linked Service Review

## ---> [GNRL-400] Program Linked Service Review

- > Found in Reports Library under Program Based Reports
- > Select the program the services were completed under and the date range.
- > Provides list of all services linked to the selected program(s).
- > Clients are separated by a color block and services are listed by date provided.

REPORT LIBRARY

Program Based Reports > [GNRL-400] Program Linked Service Review

Program Status: All Programs ▼

Program(s):

Embarcadero SAFE Navigation Center - GF+HEAP (Site H)

Five Keys - Rapid Rehousing - Prop C

Five Keys - Rising Up Rapid Rehousing - HEAP+Private

Mission Cabins

Next Door (Site S)

Report Date Range: 01/01/2025 📅 - 01/01/2025 📅

Report Output Format:  Web Page  Excel

Note: If the report contains more than 80,000 rows, the Report Output Format will be automatically changed to zip Archive with Excel files.

SUBMIT

Program Linked Service Review				TRAIN - Five Keys Charter Schools & Programs					
				Date Range: 01/01/2025 thru 01/22/2025					
Client	Unique ID	Client Service	Delivery Type	Service Start Date	Service End Date	Expense Amount	Expense Date	Staff Added	Added Date
<b>Five Keys - Rapid Rehousing - Prop C</b>									
Prescott, Annie	92EF527FA	Housing Move-In Financial Support: Housing Deposit and Security Costs	Single Event	01/15/2025	01/15/2025	\$1,000.00	01/15/2025	Devencenzi, Paul	01/17/2025
Prescott, Annie	92EF527FA	Housing Move-In Financial Support: Furniture Costs	Single Event	01/16/2025	01/16/2025	\$200.00	01/16/2025	Devencenzi, Paul	01/17/2025

# Funding Source Financial Detail

## ---> [EXPS-101] Funding Source Financial Detail

- > Found in Reports Library under Service Based Reports
- > Select “No Funding Source” as the funding criteria
- > Provides details of an agency’s funding source and history of the associated service expenses for a specific range.
- > Reported is divided according to service and service item

REPORT LIBRARY

Service Based Reports > [EXPS-101] Funding Source Financial Detail

Funding Criteria: Not Based on Funding Source

Funding Status: Choose...

Funding(s): Choose...

Report Date Range: 01/01/2025 - 01/22/2025

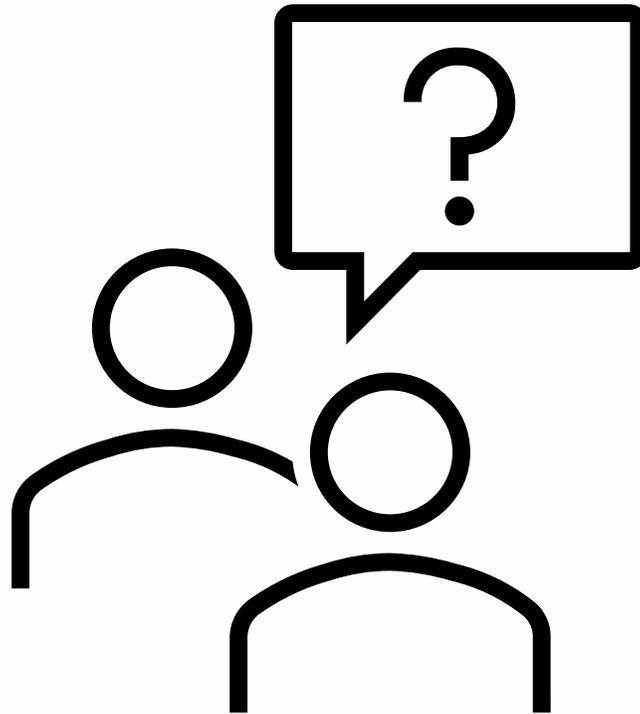
Report Output Format:  Web Page  PDF  Excel

Note: If the report contains more than 10,000 rows, the Report Output Format will be automatically changed to Excel

SUBMIT

Funding Source Financial Detail							TRAIN - Five Keys Charter Schools & Programs		
							Date Range: 01/01/2025 thru 01/22/2025		
							No Funding Source		
<b>Service: Housing Move-In Financial Support</b>									
<b>Service Item: Furniture Costs</b>									
UID	Name	Notes	Vendor	Check No.	Check Date	Month Pd.	Funding Source	Amount	
92EF527FA	Prescott, Annie				01/16/2025	January	No Funding Source	\$200.00	
								<b>Service Item Totals: \$200.00</b>	
<b>Service Item: Housing Deposit and Security Costs</b>									
UID	Name	Notes	Vendor	Check No.	Check Date	Month Pd.	Funding Source	Amount	
92EF527FA	Prescott, Annie				01/15/2025	January	No Funding Source	\$1,000.00	
								<b>Service Item Totals: \$1,000.00</b>	
								<b>Service Totals: \$1,200.00</b>	
								<b>Totals: \$1,200.00</b>	
<b>Current Funding Totals</b>									
<i>NOTE: Current fund available totals are not reflective of the date range of this report but an actual total of the status of funds available as of the current date</i>									
Fund Name				Fund Amount	Total Available				
No Funding to Display...									

# Questions





DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# FAQs

# Program Monitoring

- Programs will primarily be monitored by the Scattered- site team
- Please reach out to your HSH Program Manager if you have questions

# CalAIM Temporary Monitoring

## • CalAIM Team will:

- Create a checklist of necessary documents and datapoints
  - Landlord Tax ID
  - Client address
  - Documentation of rental agreement e.g. signature page of lease
  - Documentation of costs – could be housing costs summary letter, utilities info, etc.
- Create CalAIM External BOX folders for each CBO fiscal Agent.
- Document agreements and expectations with CBOs and Program Managers re: process, timeline, and communication.
- Identify points of contact for CBOs and HSH Programs.

# Resources

- Office hours to support with this new process
- Job aid designed by the CalAIM Team (in development)
- Trainings and updates will be reviewed at the Community of Practice or other provider monthly meetings as needed
- CalAIM Provider Manual by 2025

# Bitfocus

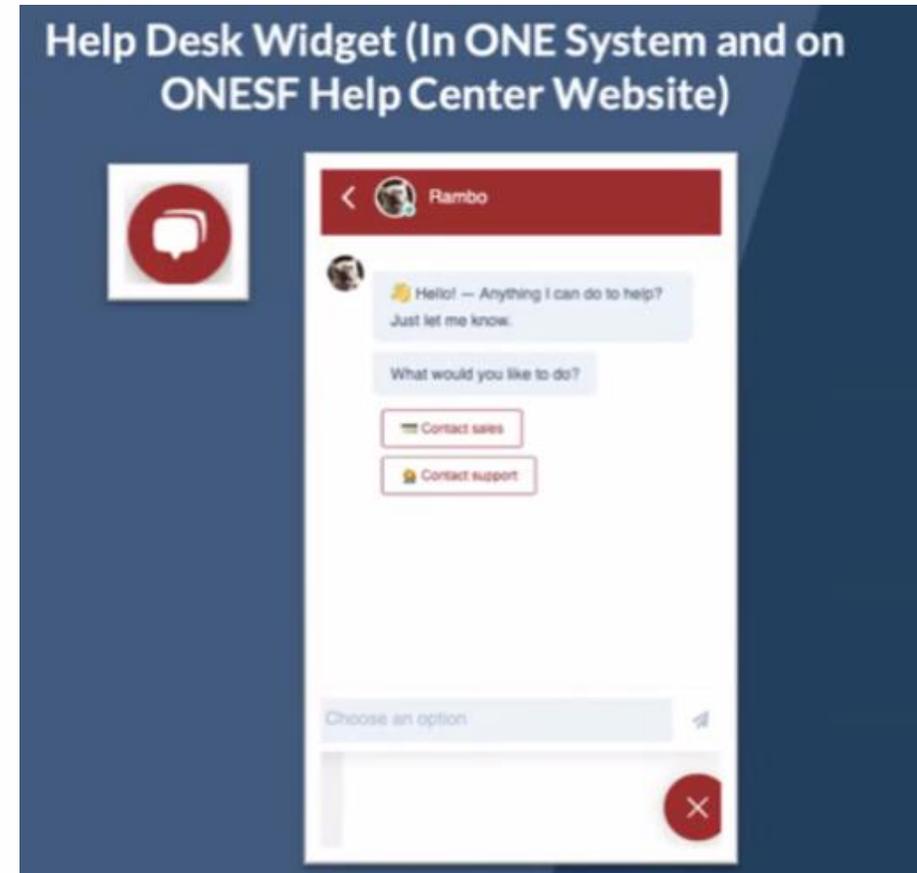
• Help Desk:

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

415.429.4211

• ONESF Help Center Website

[onesf.bitfocus.com](https://onesf.bitfocus.com)



# Accessing this training in the future

- <https://onesf.bitfocus.com/>
- SSHP External Box folder can be accessed [here](#)

# Contact Information for CalAIM Team at HSH

- Jessie Shimmin (she/her)

CalAIM Manager

[Jessica.Shimmin@sfgov.org](mailto:Jessica.Shimmin@sfgov.org)

- Nisha Anand (she/her)

File exchanges, Data Systems,  
Authorization and Billing

[Nisha.Anand@sfgov.org](mailto:Nisha.Anand@sfgov.org)

- Minx Manuel (she/her)

Housing Deposits, Tenancy and  
Sustaining Services

[Minx.Manuel@sfgov.org](mailto:Minx.Manuel@sfgov.org)

- Neha Kapoor (she/her)

Community of Practice, Housing  
Transition and Navigation Services

[Neha.Kapoor@sfgov.org](mailto:Neha.Kapoor@sfgov.org)



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Thank You

Learn: [hsh.sfgov.org](https://hsh.sfgov.org) | Like: [@SanFranciscoHSH](https://www.instagram.com/SanFranciscoHSH) | Follow: [@SF\\_HSH](https://www.instagram.com/SF_HSH)