



**Bitfocus**



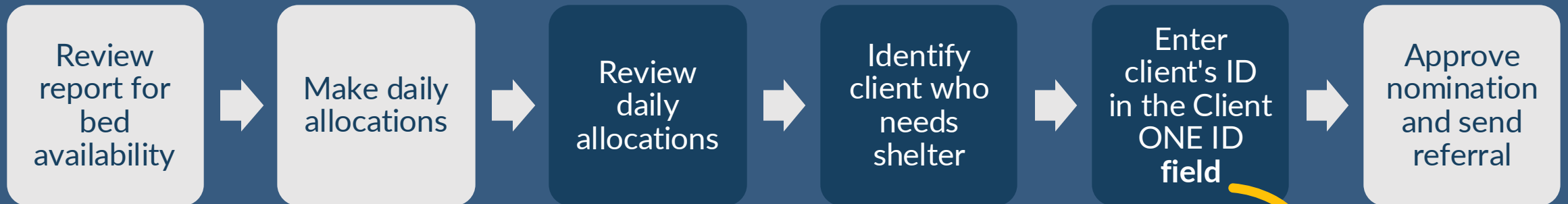
DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

## Allocating Beds to Referral Partners

# Workflow

Guest  
Placement

Referral  
Partners



*HSH Outreach Street Team:  
Enter the Neighborhood Team*

# Temporary Shelter- Open Beds/Units Report

- Review available beds/units
- New fields for Referral Partner allocations and client nomination
- Found under the Data Analysis tab

Temporary Shelter - Open Bed/Unit Report (onesf-train) 1m ago

Agency Name Building Name Site Name Project Type Building Status

is any value is "A Woman's Place" or Bayview SAFE Navig... is any value is Emergency Shelter - Entry Exit or Emerge... Active

Gender Accessible for Wheelchair Near a Bathroom Congregate Type Household Type Target Population Referral Partner

is any value is any value is any value is any value is Households without children or Single Ad... is any value is any value

Available Beds/Units

Available (unoccupied) beds/units with their current bed/unit configuration





	Agency Name	Building Name	Unit Name	Unit Configuration	Unit Configuration Household Type	Target Population	Gender	Wheelchair Accessible	Bathroom	Near a Bathroom	Referral Partner	Client ONE ID (nominated by Referral Partner)	Neighborhood Team (if applicable)
1	TRAIN - Urban Alchemy	Gough Cabins	E - 5	Adult - Private Room	Households without children		Any Gender	No	Shared/Congregate	No	SCRT (After Hours)		
2	TRAIN - Urban Alchemy	Gough Cabins	E - 6	Adult - Private Room	Households without children		Any Gender	No	Shared/Congregate	No	SCRT (After Hours)		
3	TRAIN - Urban Alchemy	Gough Cabins	E - 7	Adult - Private Room	Households without children		Any Gender	No	Shared/Congregate	No	SCRT (After Hours)		
4	TRAIN - Five Keys Charter Schools & Programs	Mission Cabins	001	Adult - Private Room	Households without children		Any Gender	No	Shared/Congregate	No	Other	Test-9090	


# Make Daily Allocations


Allocate beds to Referral Partners from the Inventory dashboard.

- Select one or more units
- Click "Modify Selected Units"

Inventory

	Unit Name/Type		Building	Program/Agency	Beds
<input type="checkbox"/>	001 Adult - 1BR - Prop C	<div>Offline</div>	Hope Housing 2200 Sacramento St San Francisco, CA 94115	United Living International Hope Housing	 1 BED
<input type="checkbox"/>	001 Family - Private Room - 2 bed	<div>Occupied</div>	Evergreen Emergency Shelter 655 S Van Ness Ave San Francisco, CA 94110	United Living International Evergreen Emergency Shelter	 2 BEDS
<input checked="" type="checkbox"/>	002 Adult - 1BD- CoC	<div>Available</div>	Proctor Place South Dr San Francisco, CA 94129	United Living International Proctor Place Apartments	 1 BED

 1 selected

 Modify Selected Units

Update Selected Unit(s)

☒


\*Referral Partner


☐

Neighborhood Team (if applicable)

☐

Client ONE ID (nominated by Referral Partner)

 Cancel

 Save

# Review Daily Allocations

- View the Inventory dashboard to see daily allocations
- Filter for your team

The screenshot displays the Bitfocus Inventory dashboard. At the top, there's a navigation bar with search and filter options: 'Search Unit Name/Address', 'Availability', 'Agency', 'Site', and 'Building 1'. A red box highlights a blue icon with a person and a plus sign. The main section is titled 'Inventory' and contains a table with columns: Unit Name/Type, Building, Program/Agency, and Beds. Two units are listed: '001 Family - Private Room - 2 bed' (Occupied) and '016 Adult - Lower Bunk - Congregate (Shelter)' (Offline). Both are at 'Evergreen Emergency Shelter' and managed by 'United Living International'. A right sidebar shows 'Filters' with 'Standard' and 'Custom' (highlighted with a red box) options. Below are dropdowns for '\*Is this housing or shel...', 'Access to On-Site Nursi...', 'Elevator', and 'Referral Partner' (set to 1). A search bar and a list of teams are at the bottom right, with 'HSH Outreach Street Team' checked.

<input type="checkbox"/> Unit Name/Type	Building	Program/Agency	Beds
<input type="checkbox"/> 001 Family - Private Room - 2 bed	Occupied Evergreen Emergency Shelter 655 S Van Ness Ave San Francisco, CA 94110	United Living International Evergreen Emergency Shelter	2 BEDS
<input type="checkbox"/> 016 Adult - Lower Bunk - Congregate (Shelter)	Offline Evergreen Emergency Shelter 655 S Van Ness Ave San Francisco, CA 94110	United Living International Evergreen Emergency Shelter	1 BED

Items per page: 25 1 - 2 of 2

Search ...

- ☒ HSH Outreach Street Team
- ☐ HSH Outreach Team Care-Managed
- ☐ Adult Coordinated Entry
- ☐ TAY Coordinated Entry

# Enter ONE ID

Referral  
Partners

Locate client in need of shelter & enter ONE ID on the dashboard

- Select a unit
- Click "Modify Selected Units"
- Click the box to the left of the Client ONE ID field
- Enter the ID & Save

Inventory

Unit Name/Type	Building	Program/Agency	Beds
<input type="checkbox"/> 005 Family - Private Room - 2 bed	Evergreen Emergency Shelter 655 S Van Ness Ave San Francisco, CA 94110	United Living International Evergreen Emergency Shelter	2 BEDS
<input checked="" type="checkbox"/> 007 Adult - Upper Bunk - Congregate (Shelter)	Evergreen Emergency Shelter 655 S Van Ness Ave San Francisco, CA 94110	United Living International Evergreen Emergency Shelter	1 BED
<input type="checkbox"/> 008	Evergreen Emergency Shelter	United Living International	

1 selected

Modify Selected Units

Update Selected Unit(s)

☒ Neighborhood Team (if applicable)

☒ Client ONE ID (nominated by Referral Partner)

Cancel Save

# HSH Outreach Street Team Only

*Neighborhood Team*

Enter the Neighborhood Team to divide the allocations between teams

Update Selected Unit(s)

☒ Neighborhood Team (if applicable)

☐ Client ONE ID (nominated by Referral Partner)

Cancel

Save



# Referral Partner Daily Shelter Bed Allocation Report

Guest  
Placement

Referral  
Partners

- **Guest Placement:** Use to see what units/beds have nominations
- **Referral Partners:** Use to confirm nominations & identify which units/beds need a client nomination

Referral Partner Daily Shelter Bed Allocations (onesf-train) 2h ago

Referral Partner Shelter/Building Name Congregate Type Gender Accessible for Wheelchair Current Availability

is any value is any value is any value is any value Yes No is any value

	Referral Partner	Neighborhood Team (if applicable)	Client ONE ID (nominated by Referral Partner)	Agency Name	Shelter/Building Name	Unit Name	Congregate Type	Unit Configuration	Target Population	Gender	Wheelchair Accessible	Bathroom	Current Availability
1	Adult Coordinated Entry			United Living International	Evergreen Emergency Shelter	009	Congregate	Adult - Lower Bunk - Congregate (Shelter)			No		Available
2	Adult Coordinated Entry			United Living International	Evergreen Emergency Shelter	011	Congregate	Adult - Lower Bunk - Congregate (Shelter)	TGNCI		No	Shared in room	Pending Occupancy
3	Hospital Discharge Team		human services agency	United Living International	Evergreen Emergency Shelter	001	Congregate	Family - Private Room - 2 bed		Any Gender	No	Private in room	Occupied
4	Hospital Discharge Team			United Living International	Evergreen Emergency Shelter	010	Congregate	Adult - Lower Bunk - Congregate (Shelter)			Yes		Available
5	Hospital Discharge Team			TRAIN - Five Keys Charter Schools & Programs	Next Door	Bed 102 (CAAP)	Congregate	Adult - Single Bed - Upper bunk		Male	No	Shared/Congregate	Available
6	Hospital Discharge Team		XF394830-2	TRAIN - Five Keys Charter Schools & Programs	Next Door	Bed 103 (CAAP)	Congregate	Adult - Single Bed - Lower bunk		Male	Yes	Shared/Congregate	Available



# Referral Partner Daily Shelter Bed Allocation Report

Guest  
Placement

Referral  
Partners

- Located under the **Data Analysis tab**
- Under the **\*Temporary Shelter for Adult and Youth section**

REPORT LIBRARY	EXPLORE	DATA ANALYSIS
San Francisco ONE System Reports		
<b>*Program Openings</b>		
Systemwide Openings Guide		⌂ RUN
<b>*Site-Based Permanent Supportive Housing</b>		
Building Roster		⌂ RUN
Housing Inventory Snapshot		⌂ RUN
Housing Inventory Snapshot by Property Manager		⌂ RUN
Housing Inventory Snapshot for HAT Buildings		⌂ RUN
Inactive Units		⌂ RUN
Offline Housing Units by Reason		⌂ RUN
Properties of Buildings Report		⌂ RUN
Properties of Units Report		⌂ RUN
PSH Pending Referrals Dashboard		⌂ RUN
Vacancy Duration of PSH Units		⌂ RUN
<b>*Temporary Shelter for Adults and Youth</b>		
Adult & TAY Shelter Clients Close to Expiring or Already Expired Off the Queue		⌂ RUN
Referral Partner Daily Shelter Bed Allocations		⌂ RUN

# Direct Referrals

- Client Profile -> *Referrals Tab*
- Select the agency you're referring to
- Select the applicable bed/unit under *Available Units/Beds*

The screenshot shows the 'REFERRALS' tab selected in the top navigation bar. Below the navigation bar, there is a 'REFER' section. In this section, the 'BY AGENCY' filter is selected and highlighted with a red box. The agency dropdown menu is set to 'Five Keys Charter Schools & Programs'. To the right, there is a 'Program Availability' dropdown set to '-- All --' and a 'SEARCH' button highlighted with a red box.

The screenshot shows the 'Unit/Bed Referral' form. The 'Start Date' is set to '05/13/2024 6:45 AM'. The 'Eligibility Override' toggle is turned off. The 'Available Units/Beds' dropdown menu is open and highlighted with a red box, showing a list of beds with 'Bed 006' selected and highlighted. To the right of the dropdown, there is a 'MAKE REFERRAL' button highlighted with a red box. At the bottom, there are links for 'PRINT DIRECTIONS' and 'DOC REQUIREMENTS', and a section for 'Embarcadero SAFE Navigation Center - GF+HEAP TRAIN - Five Keys Charter Schools & Programs'.

# Referral Notes

- Enter the referral note per the Shelter Referral Source Codex
- If the *Referral Partner* is HSH Outreach Street team, consult the *Neighborhood Team* field in order to enter the correct code (e.g., Bayview/Ingleside, TL/Northern, etc.)

REFER TO PROGRAM

Referral Date

08/11/2025 3:00 PM

Referred Unit

002

Referred Program

Evergreen Emergency Shelter

Referred to Agency

United Living International

Referring Agency

United Living International

Private

☐

B

I

⌂

⌂

SEND REFERRAL

CANCEL

# Clearing Fields

The Referral Partner, Neighborhood Team, and ONE ID fields will clear automatically.

- The fields will clear at 3:00 AM if the unit status changes to:
  - Occupied
  - Offline

Guest Placement should clear fields for denied referrals.

## Next Steps:



Go live September 29



Processes that will be sunseting:

- Daily Allocation Call
- Daily Allocation Text
- Daily Allocation Email
- Daily Clinical Placement Summary Email
- Daily Projection Email

# What if I Need Support?

- Documentation available at: <https://onesf.bitfocus.com/temporary-shelter>
  - Tip Sheets (Desk Guide)
  - Training slides and videos