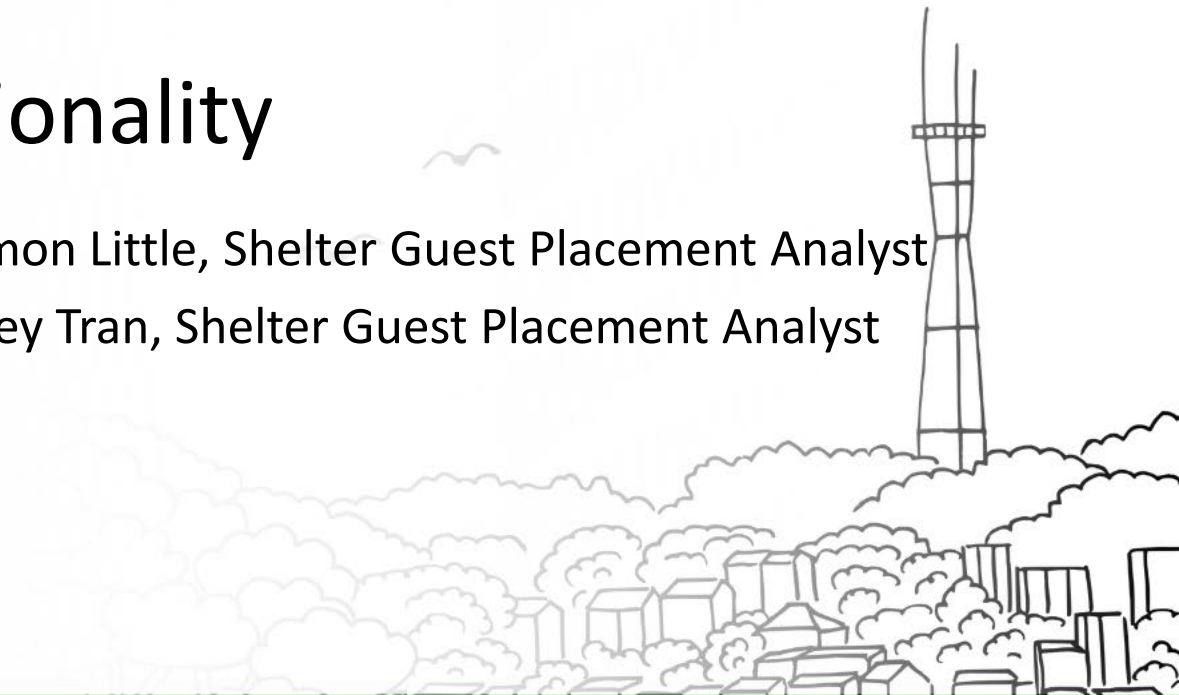# ONE System Training

HSH Shelter Guest Placement

Allocation and Nomination Functionality

Tommy Le, Shelter Project Supervisor

Keristern Azumah, Shelter Guest Placement Analyst

Namon Little, Shelter Guest Placement Analyst

Casey Tran, Shelter Guest Placement Analyst

DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Agenda

☞**Context Setting**

☞**Reviewing Allocation in ONE System**
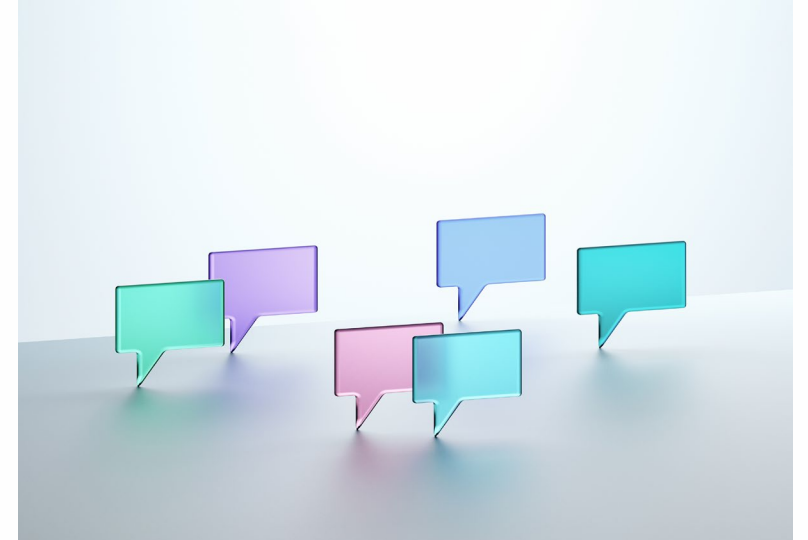- Overview
- System Demonstration

☞**Making Nomination in ONE System**
- Overview
- System Demonstration

☞**Next Steps**

☞**Community Agreements**
- One Mic, One Voice
- Be Present and Engaged
- Listen Actively
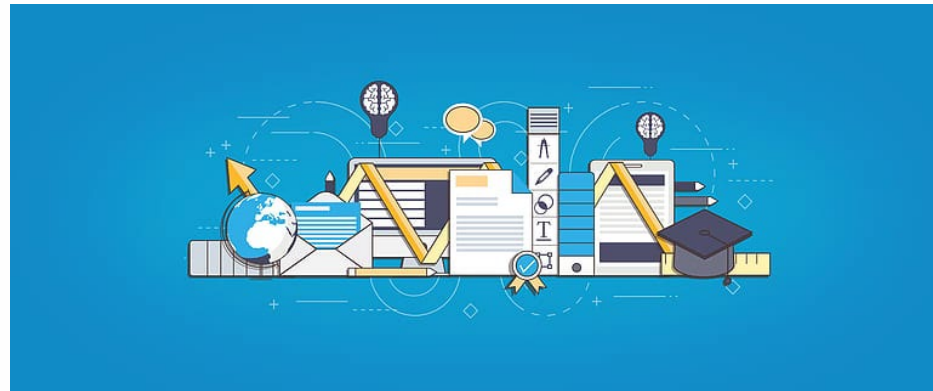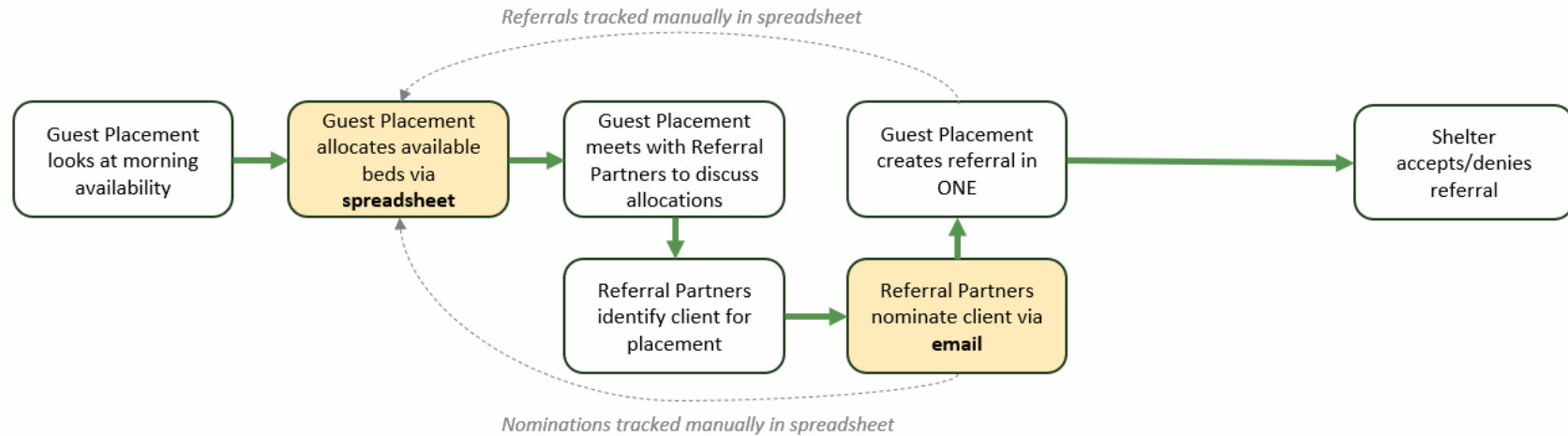
Context Setting

Tommy Le

Definition

☞**Allocation**: the process of distributing and assigning vacant HSH-funded temporary shelter beds to HSH Shelter Referral Partner.

☞**Nomination**: the process of identifying and reserving a shelter bed for a specific client or household working with HSH Shelter Referral Partner.
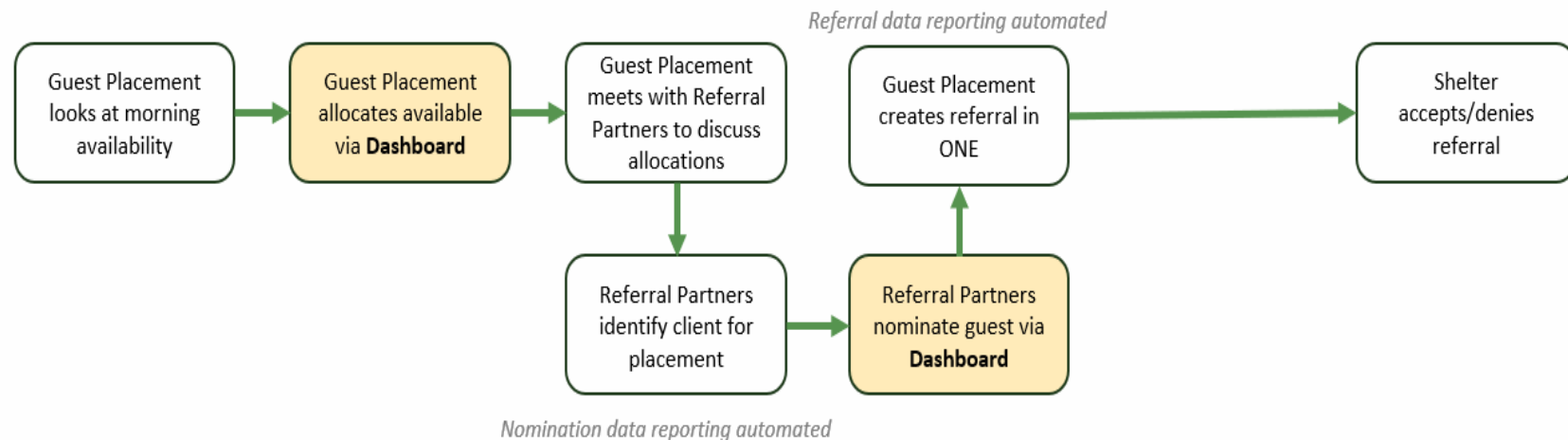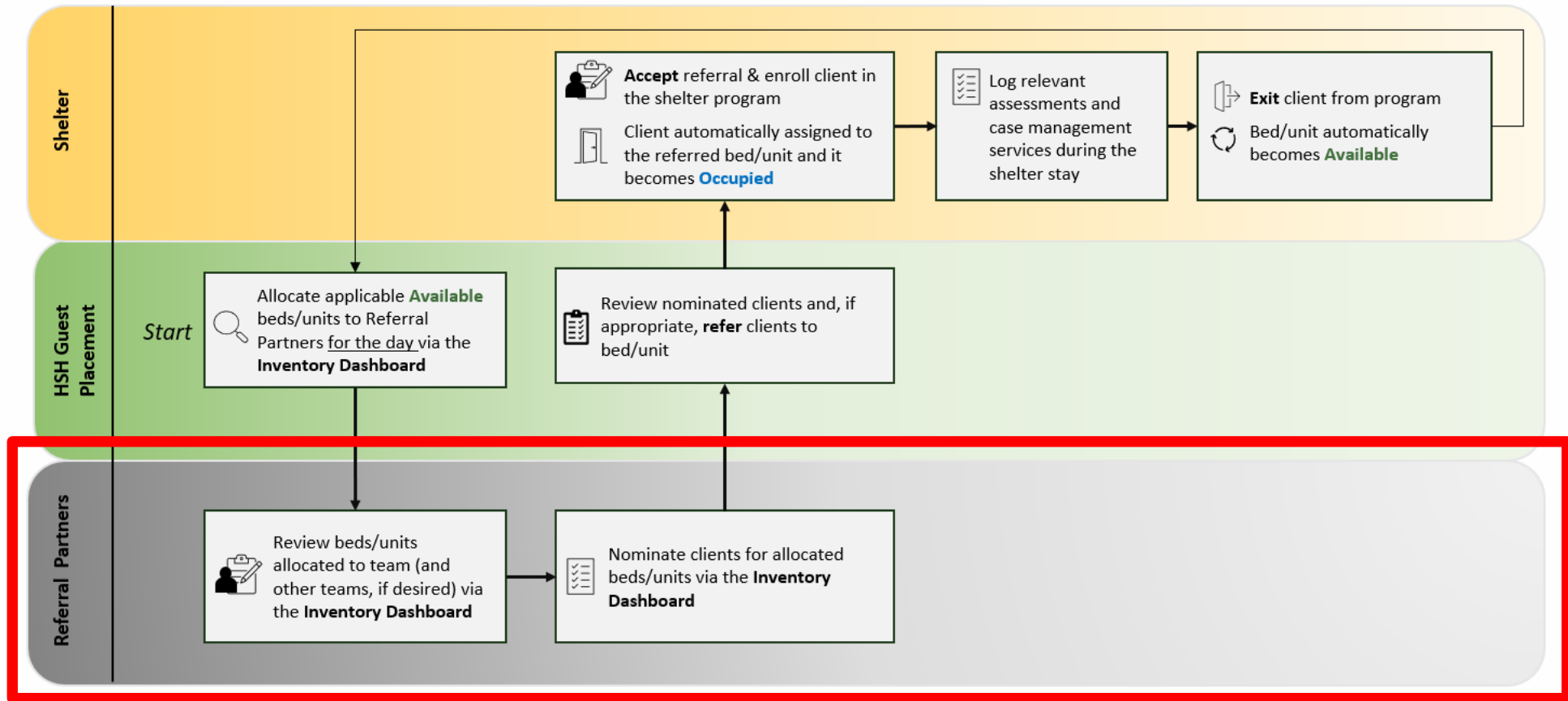
Process Change

Before

Referrals tracked manually in spreadsheet

| Guest Placement looks at morning availability | → | Guest Placement allocates available beds via **spreadsheet** | → | Guest Placement meets with Referral Partners to discuss allocations | | Guest Placement creates referral in ONE | → | Shelter accepts/denies referral |

Referral Partners identify client for placement → Referral Partners nominate client via **email**

Nominations tracked manually in spreadsheet

After

Referral data reporting automated

| Guest Placement looks at morning availability | → | Guest Placement allocates available via **Dashboard** | → | Guest Placement meets with Referral Partners to discuss allocations | | Guest Placement creates referral in ONE | → | Shelter accepts/denies referral |

Referral Partners identify client for placement → Referral Partners nominate guest via **Dashboard**

Nomination data reporting automated

Key Partners' Role and Responsibility

Shelter

Accept referral & enroll client in the shelter program

Client automatically assigned to the referred bed/unit and it becomes **Occupied**

Log relevant assessments and case management services during the shelter stay

Exit client from program

Bed/unit automatically becomes **Available**

HSH Guest Placement

Start

Allocate applicable **Available** beds/units to Referral Partners <u>for the day</u> via the **Inventory Dashboard**

Review nominated clients and, if appropriate, **refer** clients to bed/unit

Referral Partners

Review beds/units allocated to team (and other teams, if desired) via the **Inventory Dashboard**

Nominate clients for allocated beds/units via the **Inventory Dashboard**

Launch Timeline

Actions	Date
Shelter Guest Placement trains Shelter Referral Partners	9/24/2025
Launch with Shelter Referral Partner	**9/29/2025**
Guest Placement holds Office Hour for FAQ	9/29/2025 — 10/3/2025

Reviewing Allocation in ONE System

Tommy Le

Namon Little
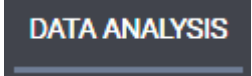
Process – Reviewing Allocation
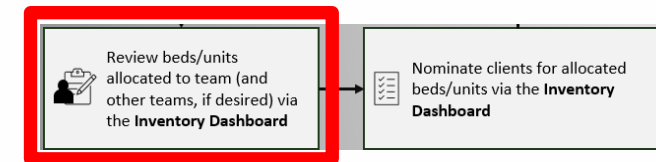
- Go to [ONE System](#) and sign in
- Click on the ⊞, then 📄
  REPORTS
- Click on **DATA ANALYSIS**
- Find Referral Partner Daily Shelter Bed Allocations and click ⊙ RUN

- Shortcut: Bookmark **Referral Partner Daily Shelter Bed Allocations** to quickly access the report.

Referral Partner Daily Shelter Bed Allocation

🔑 This report should be up-to-date on **each business day at 9am.**

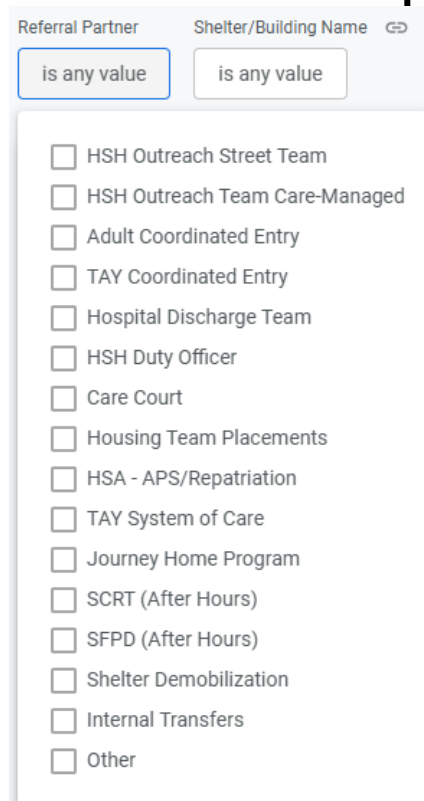- HSH Shelter Referral Partner should regularly check this report throughout the day.

…Daily Shelter Bed Allocation – Overview

Referral Partner	^	Client ONE ID (nominated by Referral Partner)	Neighborhood Team	Agency Name	Shelter/Building Name	^	Unit Name	^	Congregate Type	Unit Configuration	Target Population	Gender	Wheelchair Accessible	Bathroom	Current Availability

- **Referral Partner**: list the HSH Shelter Referral Partner

- **Client ONE ID (nominated by Referral Partner)**: list the nomination for HSH Shelter Guest Placement (GP) to send the referral.

- **Neighborhood Team**: list which <u>outreach neighborhood street team</u> made the nomination.

- **Congregate Type**: list whether bed is a Non-congregate, Congregate, or Semi-congregate.

- **Target Population**: list whether the bed is specifically for a certain population (i.e., HRS, TAY, etc.).

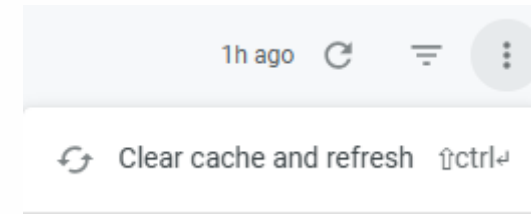- **Wheelchair Accessible**: list whether the unit is accessible for wheelchair.

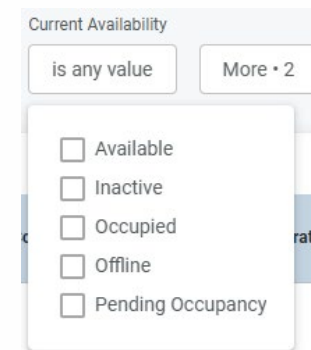# …Daily Shelter Bed Allocation – Tips

🔑Filter the referral partner:

Referral Partner	Shelter/Building Name 🔗
is any value	is any value

☐ HSH Outreach Street Team
☐ HSH Outreach Team Care-Managed
☐ Adult Coordinated Entry
☐ TAY Coordinated Entry
☐ Hospital Discharge Team
☐ HSH Duty Officer
☐ Care Court
☐ Housing Team Placements
☐ HSA - APS/Repatriation
☐ TAY System of Care
☐ Journey Home Program
☐ SCRT (After Hours)
☐ SFPD (After Hours)
☐ Shelter Demobilization
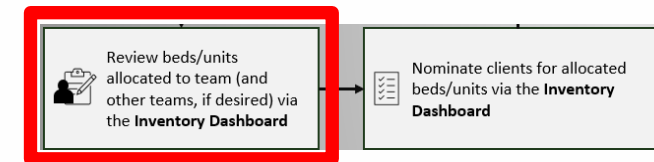☐ Internal Transfers
☐ Other

🔑Use Clear cache and refresh:

1h ago ↻ ⌄ ⋮

↻ Clear cache and refresh   ⇧ctrl↵
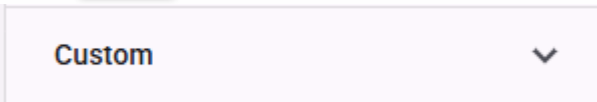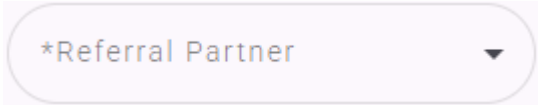
🔑The Current Availability filter:

Current Availability

is any value	More • 2

☐ Available
☐ Inactive
☐ Occupied
☐ Offline
☐ Pending Occupancy

Process – Reviewing Allocation

- Go to ONE System and sign in

- Click on the ⊞, then 🛏 INVENTORY

- Click on ☰

- Open Custom ⌄, then *Referral Partner ⌄

- Select your team from the list

- Shortcut: Bookmark **ONE System Inventory** to quickly access the report.
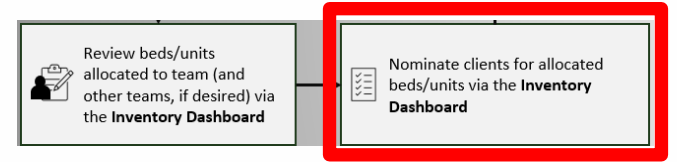
Demo. – Reviewing Allocation
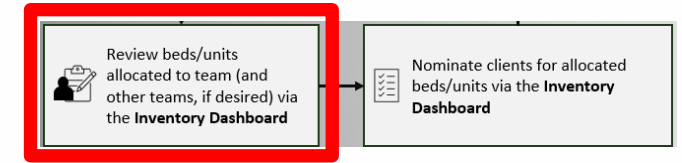
Making Nomination in ONE System

Tommy Le

Casey Tran

Process – Making Nomination

- Go to [ONE System](#) and sign in
- Search for the client and get their Unique Identifier (UID)
- Click on the ⊞ , then 🏠 INVENTORY
- Click on ≡
- Open [Custom ▾] , then [*Referral Partner ▾]
- Select your team from the list

- Shortcut: Bookmark **ONE System Inventory** to quickly access the report.

Process – Making Nomination

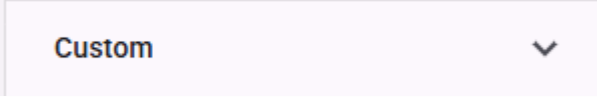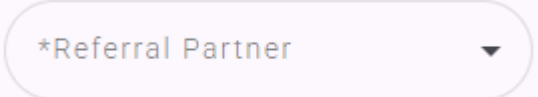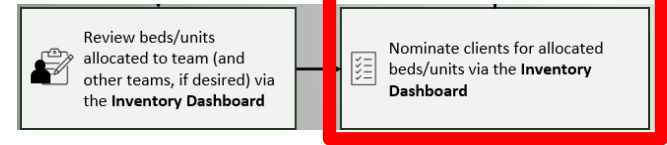🔑 Find the unit that you're nominating the client to, click the check box, and click <u>Modify Selected Units</u>

Inventory

			Unit Name/Type	Building	Program/Agency	Beds
☐	005	Family - Private Room - 2 bed	● Available	Evergreen Emergency Shelter 655 S Van Ness Ave San Francisco, CA 94110	United Living International Evergreen Emergency Shelter	🛏 2 BEDS
☑	007	Adult - Upper Bunk - Congregate (Shelter)	● Available	Evergreen Emergency Shelter 655 S Van Ness Ave San Francisco, CA 94110	United Living International Evergreen Emergency Shelter	🛏 1 BED
☐	008			Evergreen Emergency Shelter	United Living International	

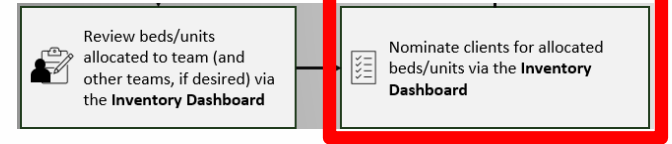✕ 1 selected   ✏ Modify Selected Units

🔑 Click the box to the left of the <u>Client ONE ID (nominated by Referral Partner)</u>, enter the UID* in the box, then click <u>Save</u>.

☑ Client ONE ID (nominated by Referral Partner)

✕ Cancel   ☁ Save

*__Only enter UID__, no other identifying information

HSH

18

Process – Making Nomination HSH OUTREACH ONLY

🔑Click the box to the left of the <u>Client ONE ID (nominated by Referral Partner)</u>, then enter the UID* in the box.
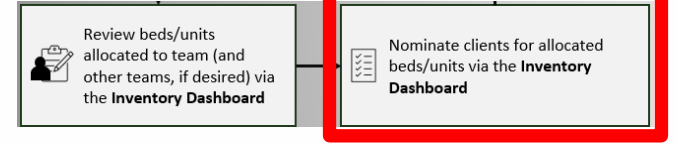

***Only enter UID**, no other identifying information

🔑Click on the box to the left of the <u>Neighborhood Team (if appliable)</u>, enter the NST** in the box, the click <u>Save</u>.

**Use pre-set NST name as agreed upon

Demo. – Making Nomination

Next Steps

Tommy Le

Go Live!

- HSH will launch the new functionality on…

  Monday September 29, 2025

- Refer to [Quick Guide: Nominate Clients for Allocated Bed](#)

- HSH will continue to hold the 9:30am call until Friday, 10/3 as office hours to answer questions from referral partner. **HSH will not be providing allocation during this call.**

- HSH will sunset the following processes:
  - Daily Allocation Call
  - Daily Allocation Text
  - Daily Allocation Email
  - Daily Clinical Placement Summary Email
  - Daily Projection Email
  - Email Referrals

If you have question regarding the allocation and nomination functionality, reach out to GP at hshshelterguestplacement@sfgov.org

For other ONE System-related question, continue to reach out to ONE System End User Support

✓ The ONE System Help Center Support Desk email: onesf@bitfocus.com
✓ The ONE System Help Center Support Desk phone: 415.429.4211
✓ Bitfocus Help Chat: click the Help button at the bottom right corner of this screen
✓ Bitfocus San Francisco Community Administration Team: onesf-admin@bitfocus.com