

San Francisco Continuum of Care

October 4, 2019 – Subrecipient Convening on Coordinated Entry Q & A

Q: Should a project wait until HSH has completed a household's eligibility screening at an access point to start intake process with households referred through the ONE System?

A: Yes.

Q: When will additional project staff be able to become ONE System users e.g. property managers?

A: Plans to roll out additional trainings are underway. HSH and Bitfocus will be in touch when those opportunities open up.

Q: How is disability documentation tracked and stored?

A: Access points will collect and upload relevant disability documentation as it relates to eligibility.

Q: How long will a referral last from an access point? Why?

A: After 90 days, a household who was referred to a project but has NOT yet been enrolled in the project, will be returned to the CE community queue. This is to keep us all accountable.

Q: Can access points upload one final set of documents for each household instead of uploading numerous documents?

A: HSH is looking into streamlining this process based on this feedback. More information to come.

Q: Is there a place where a project can see who has been accepted to an assigned unit?

A: Projects can view their enrollment roster in the ONE System to see who is enrolled to which unit. There is also a helpful Program Detail report.

Q: If my project has funding sources besides CoC, how do I enroll a household in the ONE System for those funding sources?

A: The ONE System has been dedicated to CoC projects initially to ensure proper functioning. HSH and Bitfocus are working to continue to bring additional funding sources into ONE. Some legacy programs like DAH have been included already, but other sources, like some MHSA grants, have not. Please wait until your project is informed that a new funding source is present in ONE before enrolling clients.

Q: What should I do if my project receives a referral who is not eligible for my project?

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A: Please contact your HSH Program Manager right away.

Q: When my project transfers a household to a new unit, how is that vacancy tracked?
What do I need to do?

A: Project should inform the Access Point eligibility team and they can move the vacancies around, so things are accurate.

Q: When can property management/project ask for a new referral if client keeps rescheduling or refusing a unit?

A: There is no current policy. Access points work with clients to encourage them to stay on top of their unit. HSH will review this issue based on this feedback.