

January 7, 2020

Re: Updated ONE System Continuous Data Quality Improvement Guidelines

To Whom It May Concern:

The San Francisco Local Homeless Coordinating Board (LHCB) is the governing body for the San Francisco Continuum of Care (CoC CA-501). The Local Board, within a "Housing First" model, envisions developing a continuum of services whose ultimate goal is to prevent and eradicate homelessness in the City and County of San Francisco. All efforts are aimed at permanent solutions, and the range of services is designed to meet the unique and complex needs of individuals who are threatened with or currently experiencing homelessness. This letter is to express the support of the San Francisco LHCB for the updated Online Navigation and Entry (ONE) System Continuous Data Quality Improvement Process.

The ONE System is San Francisco's Homeless Management Information System (HMIS). The Department of Homelessness and Supportive Housing (HSH) uses the ONE System to support Coordinated Entry and the Homelessness Response System. The ONE System is integral to the support of HSH's mission: to make homelessness rare, brief, and one-time through the provision of coordinated, compassionate, and high-quality services.

The ONE System Continuous Data Quality Improvement Process was first published with the launch of the ONE System in 2017. This document sets data quality standards to ensure that the ONE System accurately reflects client-level data. This allows a clear presentation of the scope of services provided within San Francisco's Homelessness Response System and allows for accurate and valid reporting at the local and Federal level. This new version of the Continuous Data Quality Improvement Process has been updated with the important inclusion of a new section on user access and account management in order to protect client privacy and ensure system security.

This updated version has been presented to the community and providers for feedback and was recommended for support by the LHCB Coordinated Entry and ONE System subcommittee attendees. On January 6, 2020, at the Local Homeless Coordinating Full Board Meeting, Board Members approved this letter of support.

Sincerely,

San Francisco Local Homeless Coordinating Board