

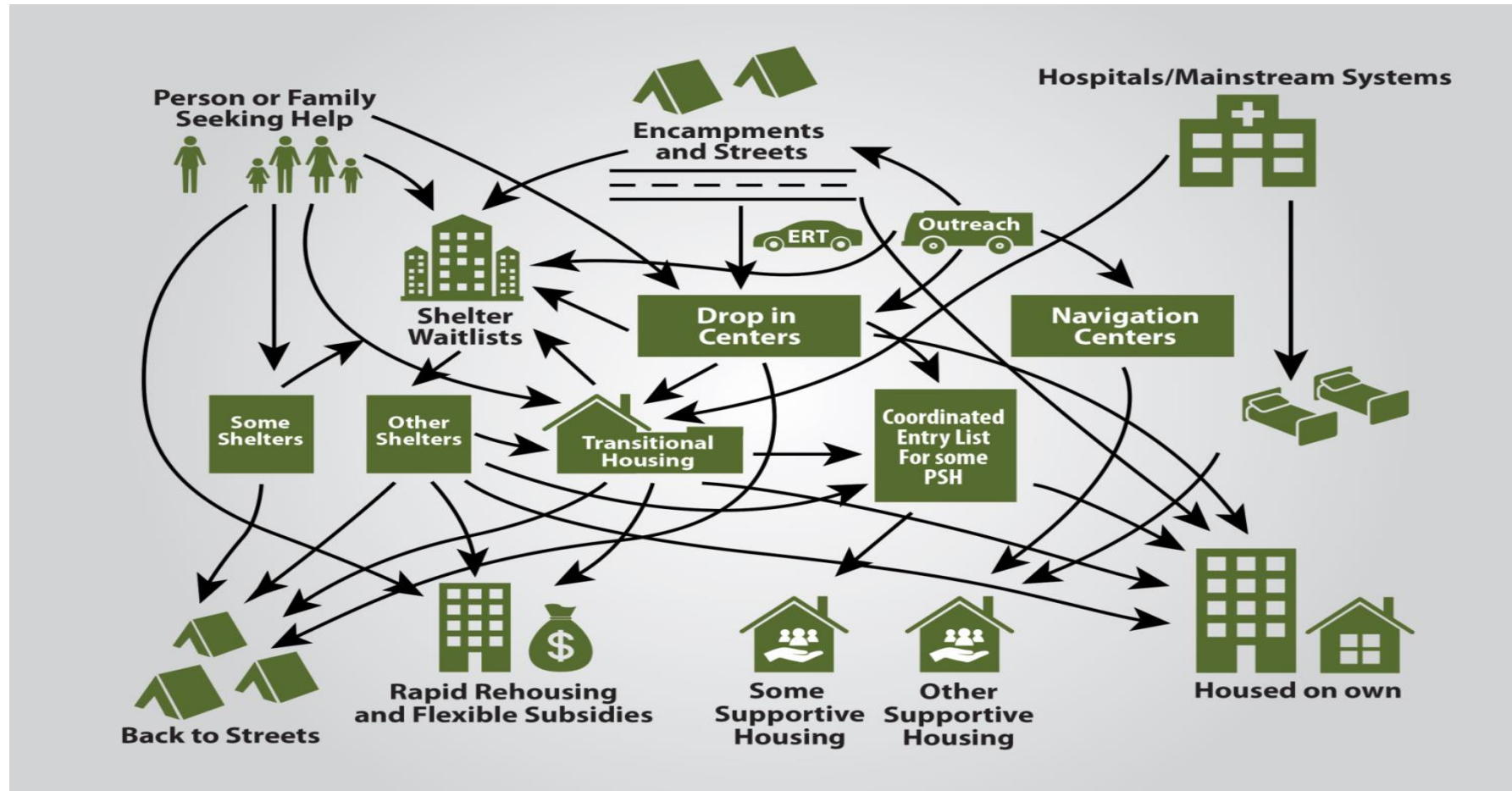
Online Navigation and Entry (ONE) System

Gigi Whitley, HSH
Min Chong, Gartner Consulting

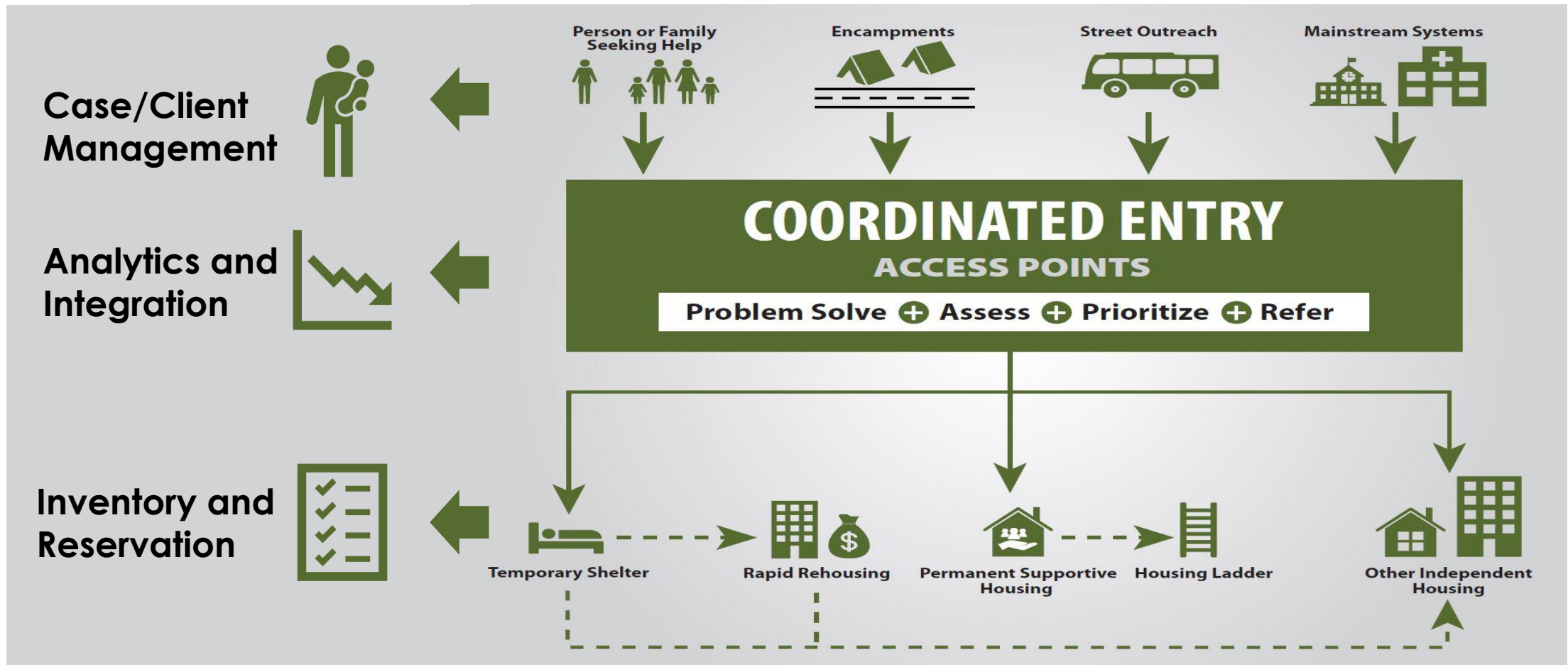
HSH Nonprofit Provider Conference
December 2019



Clients' Experience Accessing Services



Future State – Homelessness Response System



Goals for ONE System Project

- Improve service delivery to clients
 - Provide platform to improve service delivery, care coordination, and data sharing with nonprofit partners, federal agencies, Department of Public Health, Human Services Agency and other City partners.
- Enable more effective allocation of resources
 - Rapidly deploy housing and other services to highest priority clients with highest vulnerability, highest barriers to housing, and highest chronicity of homelessness
- Better performance management and accountability
 - Provide real-time and comprehensive Homelessness Response System (HRS) data for performance management and accountability for tracking and reporting outcome measures

ONE System – Current State

Successes	<ul style="list-style-type: none">• Used by HSH and community partners for client assessment and prioritization• Accessible client profiles – 50,000+ client records in system• Used by street outreach for immediate triage• Meets federal HMIS data reporting requirements• Provides better understanding of client chronicity/vulnerability• Makes data matching possible with H.S.A. and DPH datasets
Gaps	<ul style="list-style-type: none">• Need to optimize and add functionality (case management features)• Shelter management system not yet implemented• Lack of robust housing inventory tool for client/housing matches at unit level• User adoption and data quality issues• Lack of integration/interfaces with systems used by CBO partners (double data entry)

ONE System – Future State

- Provide single system of record that is easier to use and provides full functionality for CBOs and City users
- Support full scope of services, including case management, shelter bed reservation and unit-level housing inventory management
- Enable common client intake, assessment, prioritization, matching, referral, enrollment, and tracking processes
- Interface client and services data with CBOs, DPH, and H.S.A. systems
- Enable reporting and analytics for different data consumers

In 2019, HSH and Gartner completed a thorough analysis of the ONE System project:

1. Conducting a comprehensive Health Check of the ONE System project to identify strengths, weaknesses, pain points, and ways to improve
2. Working with HSH Staff and Providers to envision and document how the ONE System should be used in the future
3. Analyzing and understanding what the BitFocus platform is technically capable of and how this compares to San Francisco's specific needs

Key findings included a number of strengths and improvement areas:

- Strengths in clarity and uniformity of vision
- Many critical achievements and accomplishments while also making systematic changes to service delivery in San Francisco
- Improvement opportunities relating to planning and communication
- Gaps in ONE System resources and technical expertise
- Additional work to be done

In 2020, the ONE System Project will include the following changes:

- More clarity, consistency, and advanced notice about what to expect in the ONE System and when
- Opportunities for input and participation
- Improved training opportunities on the ONE System
- The creation of a ONE System Community Partner Advisory Committee
- Additional resources with specific expertise

Moving Forward

- New HSH Governance Model with Community Advisory Committee
- New HSH Project Team with expertise in IT project management
- Improved engagement from vendor (onsite presence/vendor senior leadership)
- Implement better change management, design, testing, training, and oversight practices
- Optimizing system for joint City/provider success – balancing quick wins with more structured, multi-year project implementation

HSH Nonprofit Provider Conference

December 2019

