



**Bitfocus**



DEPARTMENT OF  
HOMELESSNESS AND  
SUPPORTIVE HOUSING

# Denials of Service Logged as Program Restrictions

*Family Temporary Shelter Providers*

*April 29, 2025*

# What's Changing

# What's Changing

Denials of Service (DoS) will be entered under *Program Restrictions*



Entered on exit screen



Entered under *Program Restrictions* section on sidebar

*New alert banner*



Checked reports for eligibility



System checks eligibility



Reports based on exit screen



Reports based on *Program Restrictions*

# Immediate Denial of Service Workflow

*\*On Exit Screen:  
Exit Reason is still  
Rule Violation*



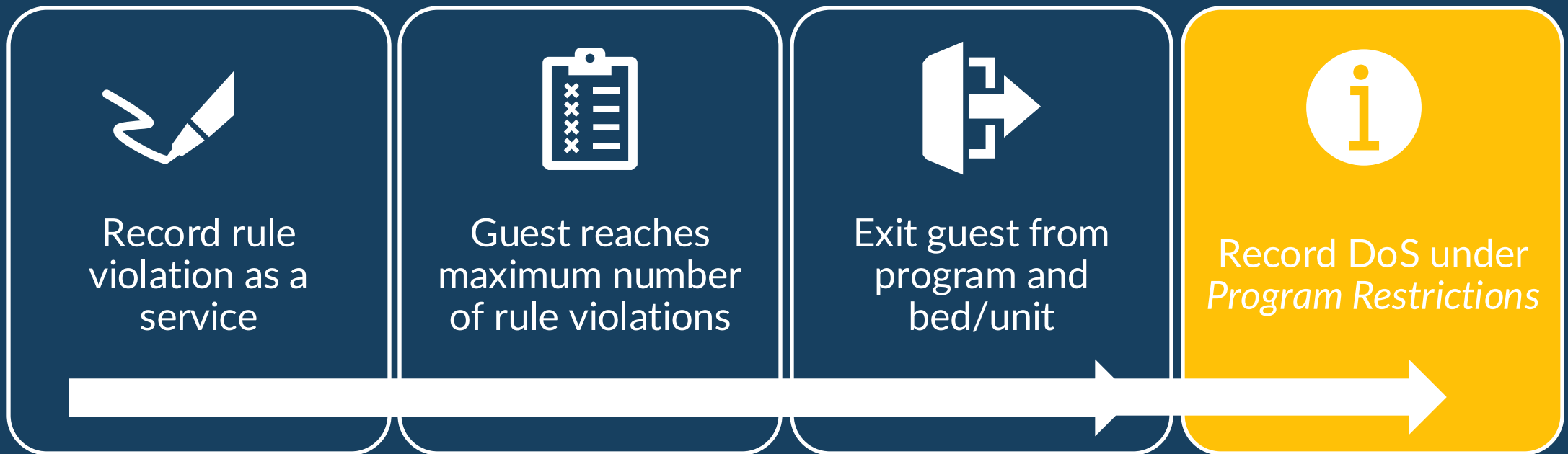
Exit guest from program  
and bed/unit



Record DoS under  
*Program Restrictions*



# Non-Immediate Denial of Service Workflow



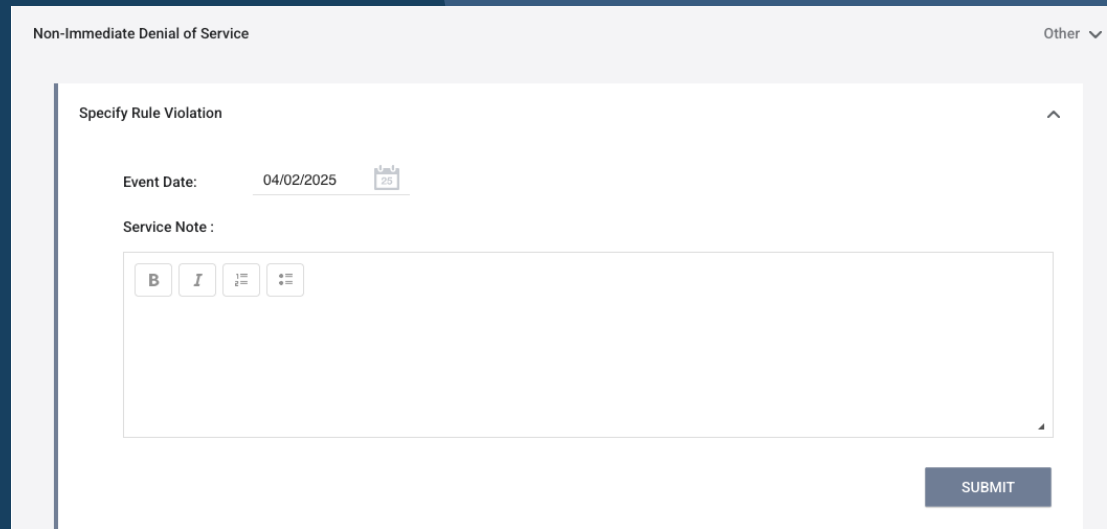
*\*Optional*

*\*On Exit Screen-  
Exit Reason is still  
Rule Violation*

# Workflow in ONE

# Rule Violation: Non-Immediate DoS Services

- Can use service to track non-immediate rule violations
- Log date of the rule violation & notes
- Optional, but populates useful reports in ONE (visible to you and HSH)



The screenshot shows a web form titled "Non-Immediate Denial of Service" with a dropdown menu set to "Other". The form contains a section titled "Specify Rule Violation" with an upward arrow. Below this, there is an "Event Date:" field with the value "04/02/2025" and a calendar icon. Underneath is a "Service Note:" label followed by a large text area with a rich text editor toolbar containing buttons for Bold (B), Italic (I), Bulleted List, and Numbered List. A "SUBMIT" button is located at the bottom right of the form.

**Only used to track rule violations. It is not the issuance of a DOS**

# Exit Reason

Exit Reason should still be Rule Violation

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION

Enrollment History Provide Services Assessments Notes Files Units/Beds Forms × Exit

### End Program for client Tanya Anderson

Program Exit Date 03/04/2025

Exit Reason Rule Violation

Destination Select

You have selected Rule Violation as the Exit Reason. After you click Save & Close at the bottom of this page, add a Program Restriction using the grey menu on the right.

*Reminder to enter  
Program Restriction  
after saving the exit*



# Enter Program Restriction

PROGRAM: EVERGREEN EMERGENCY SHELTER

5 DAYS ACTIVE PROGRAM

Enrollment History Provide Services Assessments Notes Files Chart Units/Beds Forms X Exit

End Program for client Lucy Simmons

Program Exit Date: 03/25/2025

Exit Reason: Shelter Length of Stay Ended

Destination: Place not meant for habitation (e.g., a vehicle, an abandoned building, bu...)

Exit Comment:

DISABLING CONDITIONS AND BARRIERS

Physical Disability: No

Developmental Disability: No

Program Type: Group (2)

Program Start Date: 03/20/2025

Assigned Staff: Sara Hoffman

Head of Household: Lucy Simmons

Unit Name: 011

Program Group Members

Joy Simmons 03/20/2025 Active

**Program Restrictions**

No program restrictions

- Enter Denial of Service as a Program Restriction
- Found on the right sidebar of exit screen
- Can also be found under *Notes* Tab
- Toggle on/off household members

*A restriction will be created for each household member*

ADD PROGRAM RESTRICTIONS

Lucy Simmons

Joy Simmons

ADD PROGRAM RESTRICTIONS

# Program Restriction

**PROGRAM RESTRICTIONS**

**Start Date** 03/04/2025 *Date DoS went into effect*

**End Date** / / *Expiration date of DoS*

**Program(s)** Bayview SAFE Navigation Center - HHAP+GF+ERAF *Select program client is restricted from*

**Reason For Program Restriction**

**Note** *Enter reason*

*Enter notes*

**Private**

- 1a Outright refusal to wear mask for confirmed COVID-19 positive individual in COVID-19 isolation period.
- 1b Acts of violence.
- 1c Credible threats of violence that include specific actions or plans.
- 1d Possession or display of a weapon, including firearms. Firearms will not be stored.
- 1e Disruptive behavior that is ongoing, uncontrollable, and presents a clear risk to the safety of the facility.
- 1f Arson.
- 1g Manufacturing and/or sale of illegal drugs not associated with a prescription or alcohol.
- 1h Property theft, destruction, or interference that endangers another guest's ability to shelter safely or disrupts vital site operations.
- 2a Repeated failure to wear mask for confirmed COVID-19 positive individual in COVID-19 isolation period. Not outright refusal but failure to comply.
- 2b General threats that lack specificity (e.g., "I'm going to get you").
- 2c Visible use in any common area, purchase, or distribution of illegal drugs not associated with a prescription, or alcohol.
- 2d Property destruction to a common space that presents a nuisance (graffiti, etc.)
- 2e Use of photography, video, or audio recording on site that includes other clients or staff without their permission.
- 2f Having unauthorized guests at the shelter.
- 2g Having excessive property within the shelter that extends beyond the clients' designated bed area or assigned room.
- 2h Verbal harassment, intimidation or bullying of other guests, staff, or volunteers.
- 2i Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, including nudity.
- Other rule violation (provide description in Note)
- (FAMILY SHELTER) Acts of violence or threat of violence.
- (FAMILY SHELTER) Alcohol, illegal drugs/paraphernalia use or selling on site.
- (FAMILY SHELTER) Arson.
- (FAMILY SHELTER) Case management violation (provide description in Note)
- (FAMILY SHELTER) Disruptive behavior that is ongoing, uncontrollable, and presents a clear risk to the safety of the facility and families.
- (FAMILY SHELTER) Not providing tuberculosis clearance.
- (FAMILY SHELTER) Possession or display of a weapon, including firearms. Firearms will not be stored.
- (FAMILY SHELTER) Property theft, destruction, or interference that endangers another guest's ability to shelter safely or disrupts vital site operations.
- (FAMILY SHELTER) Other rule violation (including non-immediate rule violations, provide description in Note)

# Permanent DOS: End Date Warning

devel.clarityhs.com says

You are about to create a permanent program restriction for this client. Please click OK to continue, or Cancel to add an end date.

Cancel





OK

- End date should be left blank for permanent DoS
- Warning appears if the end date is left blank
- Click Ok to continue

# Special Note on Non-Immediate DOS

- Reason: *Other rule violation* (could also be *Case management violation*)
- Include information in the Note on: rules violated and dates
  - Important for documentation

PROGRAM RESTRICTIONS

Start Date	04/29/2025	
End Date	07/29/2025	
Program(s)	Evergreen Emergency Shelter	▼
Reason For Program Restriction	(FAMILY SHELTER) Other rule violation (including non-immediate rule violati	
Note	<div><p><b>B</b> <b>I</b>  </p><ul style="list-style-type: none"><li>• 4/15/25: client was disruptive to site operations</li><li>• 4/20/25: client was disruptive to staff</li><li>• 4/29/25: client issued DOS for ongoing uncontrollable disruption</li></ul></div>	
Private	<input type="checkbox"/>	

**SAVE & CLOSE** **CANCEL**

# Special Note on TB Test DOS

- Reason: *Not providing tuberculosis clearance*
- If client returns with TB clearance, add an **End Date** on the Program Restriction
  - Otherwise, you will be unable to re-enroll the client in the program

PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS **NOTES** FILES REFERRALS CONTACT LOCATION

CLIENT NOTES ADD NOTE (+)

PUBLIC ALERTS ADD ALERT (+)

PROGRAM RESTRICTIONS ADD RESTRICTION (+)

Restricted Program(s)	Start_date	End_date
Evergreen Emergency Shelter United Living International ⓘ	04/01/2025	(not set)

PROGRAM RESTRICTIONS

Start Date 04/29/2025

End Date

Program(s) Evergreen Emergency Shelter ▼

Reason For Program Restriction (FAMILY SHELTER) Not providing tuberculosis clearance. ▼

# Alert Banner

- Alerts are visible for restrictions entered **only** by your agency
- Shows on *Profile* Screen and under *Programs* Tab
- Click *Review Notes* to view details

Tanya Anderson

[PROFILE](#) [HISTORY](#) [SERVICES](#) [PROGRAMS](#) [ASSESSMENTS](#) [NOTES](#) [FILES](#) [REFERRALS](#) [CONTACT](#) [LOCATION](#)



Sara Hoffman,  
United Living International



[SEARCH](#) [CASELOAD](#)

 Program Restriction: This client has an active restriction. Please review notes for details.

[REVIEW NOTES](#)

# Optional: Notes Tab

- Restrictions can be entered under Notes Tab
- View history of restrictions

The screenshot shows the Bitfocus web application interface. The navigation bar at the top includes links for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, **NOTES**, FILES, REFERRALS, CONTACT, and LOCATION. The 'NOTES' tab is highlighted with a red box and a yellow arrow. Below the navigation bar, there are three sections:

- PUBLIC ALERTS**: A section with a 'No results found' message and an 'ADD ALERT +' button.
- PROGRAM RESTRICTIONS**: A section with a 'No results found' message and an 'ADD RESTRICTION +' button.
- Table of Restrictions**: A table with columns for 'Restricted Program(s)', 'Start\_date', and 'End\_date'. It lists two entries: 'Proctor Place Apartments' and 'Sanctuary Shelter - ESG'.

Restricted Program(s)	Start_date	End_date
Proctor Place Apartments United Living International ⓘ	02/09/2025	(not set)
Sanctuary Shelter - ESG TRAIN - Episcopal Community Services ⓘ	02/18/2025	(not set)

# Unit/Bed Transfer Change



# Unit/Bed Transfers

- End stay in current unit/bed
- Add client to new unit/bed
- **\*New\*** Click on *Eligibility Override* or select *Client Profile* when selecting new unit or bed

ADD UNIT/BED

Start Date 03/18/2025 12:00 AM

End Date

Eligibility Override

Eligible For Partial Dates

Available Units/Beds Select...

▸ Shelter (Individual Room) Placement Criteria

▸ Client Profile Only

ADD CANCEL

▸ Shelter (Individual Room) Placement Criteria

▾ Client Profile Only

007 (Evergreen Emergency Shelter, Everg

008 (Evergreen Emergency Shelter, Everg

011 (Evergreen Emergency Shelter, Everg

Bed 001 (Evergreen Emergency Shelter, E

Bed 002 (Evergreen Emergency Shelter, E

Bed 014 (Evergreen Emergency Shelter

# Reports

# Family Denial of Service Report

Clients with an active denial of service

### Temporary Shelter - Denials of Service

	Client Full Name	Unique Identifier	Link to Client	Agency Name	Program Name	Program Restriction Start Date	Program Restriction End Date	Project Exit Date
1	Pablo Houser	54CB1B7CC	114796	TRAIN - Compass Family Services	90-Day Family UAV - GF	2025-03-27	2025-04-27	2025-03-27
2	Lilly Green	2BD9D1A7D	114832	TRAIN - Hamilton Families	Hamilton Family Emergency Center (HFEC)	2025-03-26	2025-04-26	
3	Dave Carter	6872E645D	114906	United Living International	Evergreen Emergency Shelter	2025-03-25		
4	Rob Roberts	A70DA8612	115175	United Living International	Evergreen Emergency Shelter	2025-03-12		
5	Rob Roberts	A70DA8612	115175	United Living International	Evergreen Emergency Shelter	2025-03-12		2024-11-18
6	Tanya Anderson	AF4CC0A44	114838	United Living International	Evergreen Emergency Shelter	2025-03-12		
7	Joy Simmons	181D39950	114843	United Living International	Proctor Place Apartments	2025-03-10		2025-03-11
8	Allie Sebastian	4C39880BB	114835	United Living International	Evergreen Emergency Shelter	2025-03-04		
9	Ek Naam	18174D9AB	114877	TRAIN - Episcopal Community Services	Sanctuary Shelter - ESG	2025-03-01	2025-04-30	

### Rule Violations and DOS-Related Services

	Client Full Name	Unique Identifier	Link to Client	Agency Name	Program Name	Rule Violation Date	Rule Violation	Notes
1	Problem Solving	7A29A4390	114789	TRAIN - Compass Family S...	Compass Family Shelter	2024-11-08	Immediate Denial Reason ...	
2	Lou Walsh	336A8F56D	114852	TRAIN - Hamilton Families	Hamilton Family Emergenc...	2024-11-04	Immediate Denial Reason ...	Violence
3	Pablo Houser	54CB1B7CC	114796	TRAIN - Compass Family S...	Compass Family Shelter	2024-10-16	Immediate Denial Reason ...	
	Pablo Houser	54CB1B7CC	114796	TRAIN - Compass Family S...	Compass Family Shelter	2024-10-16	Immediate Denial Reason ...	
	Pablo Houser	54CB1B7CC	114796	TRAIN - Compass Family S...	Compass Family Shelter	2024-10-16	Immediate Denial Reason ...	
	Pablo Houser	54CB1B7CC	114796	TRAIN - Catholic Charities ...	St. Josephs Family Center	2024-10-16	Immediate Denial Reason ...	

Clients with a rule violation or Dos service

# Family Denial of Service Report

- Located under the on the Data Analysis tab
- Under your agency-specific folder

The screenshot displays a user interface for report management. It features a list of report categories with their respective report counts and a 'RUN' button. The categories are: 'Built In Reports' (0 report(s)), 'San Francisco Training System Reports' (11 report(s)), and 'United Living International Reports' (1 report(s)). The '1 report(s)' count is highlighted with a red box. Below the list, there is a 'Home' link and a 'TRAINING SITE: Family DOS Report' entry with a 'RUN' button.

Built In Reports	0 report(s) ▾
San Francisco Training System Reports	11 report(s) ▾
United Living International Reports	1 report(s) <span style="border: 1px solid red; padding: 2px;">^</span>

Home

TRAINING SITE: Family DOS Report ▶ RUN

# Next Steps



Go live with new workflow on May 1



Stop using the DOS Service when issuing a DOS



Start entering *Program Restrictions* when issuing a DOS



Updated Tipsheets: [onesf.bitfocus.com/temporary-shelter](https://onesf.bitfocus.com/temporary-shelter)



# What if I Need Support?

Training Materials on ONE System Help Site:

<https://onesf.bitfocus.com/temporary-shelter>

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## Immediate support for the next week:

- Email the local Sys Admin team @ [onesf-admin@bitfocus.com](mailto:onesf-admin@bitfocus.com)

## Ongoing support and questions

- Contact the Bitfocus Help Desk @ [onesf@bitfocus.com](mailto:onesf@bitfocus.com)



**Questions?**