Denials of Service Logged as Program Restrictions

Adult & Youth Temporary Shelter Providers

April 24, 2025

What's Changing

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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

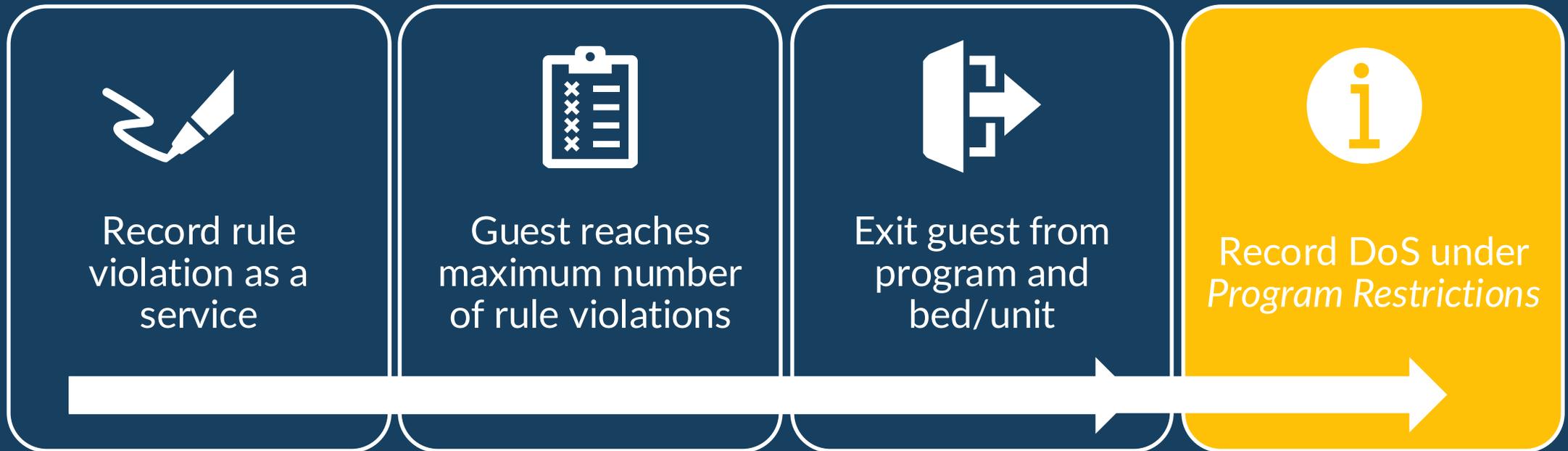*On Exit Screen-
Exit Reason is still
Rule Violation

Exit guest from program and bed/unit

Record DoS under *Program Restrictions*

Non-Immediate Denial of Service Workflow

Record rule violation as a service

*Optional

Guest reaches maximum number of rule violations

Exit guest from program and bed/unit

Record DoS under *Program Restrictions*

*On Exit Screen- Exit Reason is still Rule Violation

Workflow in ONE

Takeaway: Only changing where you record the details of the Denial of Service.

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Rule Violation: Non-Immediate DoS Services

- Can use service to track non-immediate rule violations

- Log date of the rule violation and additional notes

- Only used to track rule violations. <u>Not</u> the issuance of a DOS.

Exit Reason

Exit Reason should still be Rule Violation

Reminder to enter Program Restriction after saving the exit

Enter Program Restriction

- Enter denial of service as a Program Restriction

- Found on the right sidebar of exit screen

- Can also be found under *Notes* tab

Program Restriction

Alert Banner

- Alerts are visible for restrictions entered by your agency

- Shows on *Profile* Screen and under *Programs* Tab

- Click *Review Notes* to view details
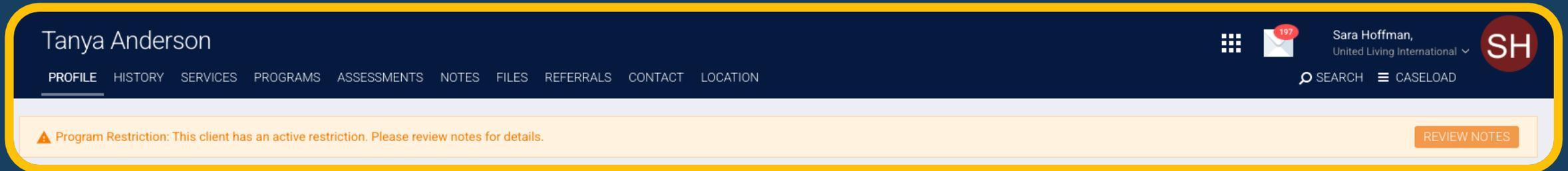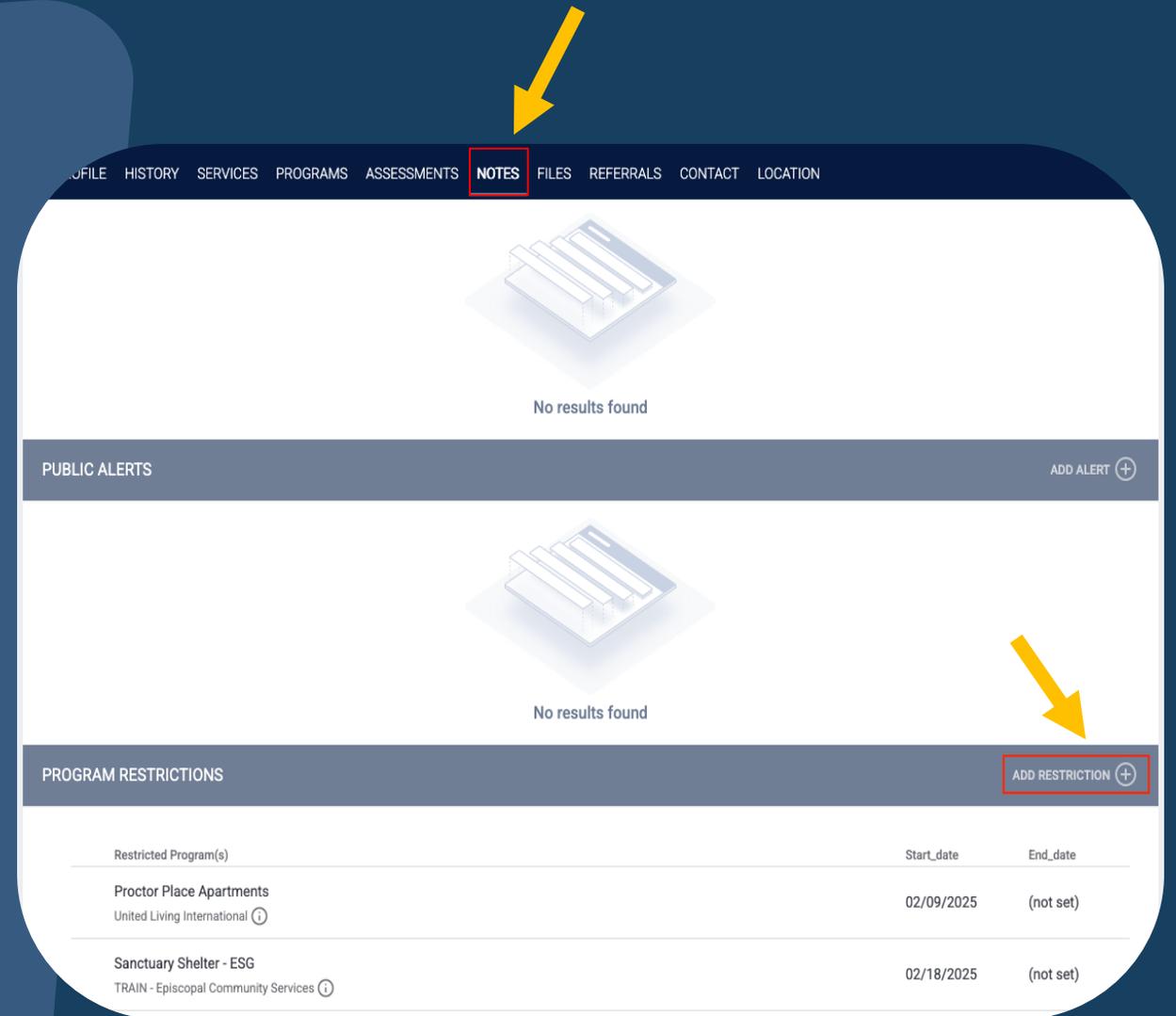
Optional: Notes Tab

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

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

Next Steps

Go live with new workflow on May 1

Start entering *Program Restrictions* when a DOS is issued

Updated Tipsheets: onesf.bitfocus.com/temporary-shelter

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What if I Need Support?

Training Materials on ONE System Help Site:
https://onesf.bitfocus.com/temporary-shelter

Immediate support for the next week:
- Email the local Sys Admin team @ onesf-admin@bitfocus.com

Ongoing support and questions
- Contact the Bitfocus Help Desk @ onesf@bitfocus.com

Questions?

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