



Bitfocus



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Denials of Service Logged as Program Restrictions

Adult & Youth Temporary Shelter Providers

April 24, 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*



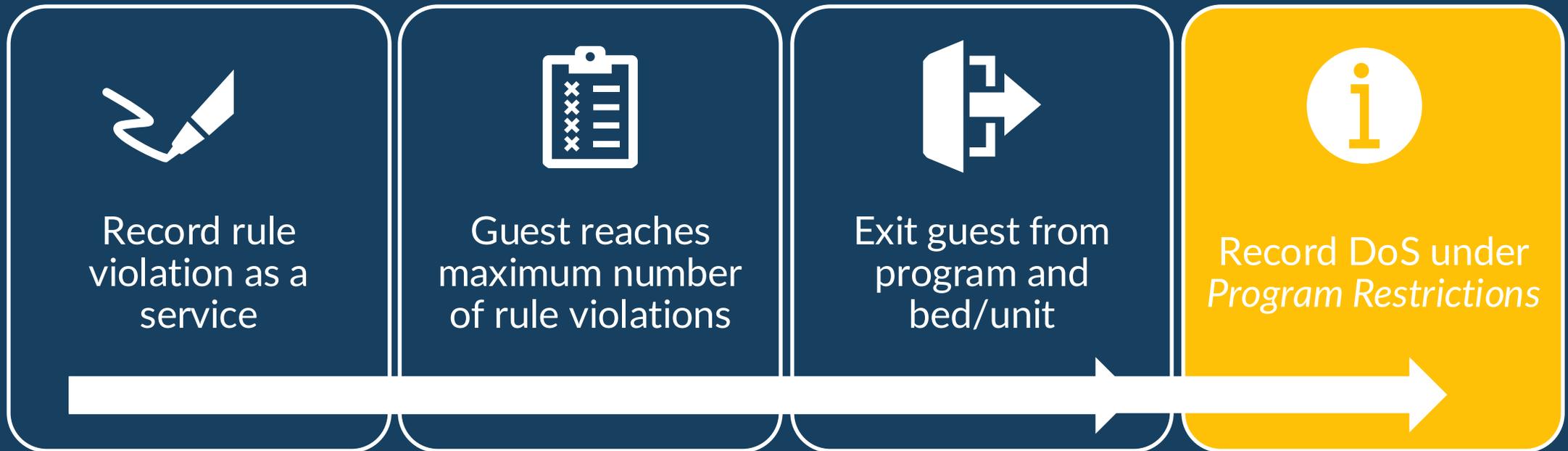
Exit guest from program
and bed/unit



Record DoS under
Program Restrictions



Non-Immediate Denial of Service Workflow



**Optional*

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

Workflow in ONE

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

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. Not the issuance of a DOS.

The screenshot shows a web application interface for logging rule violations. The top navigation bar includes links for PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, CONTACT, LOCATION, and REFERRALS. Below this, a secondary navigation bar has links for Enrollment, History, Provide Services, Events, Assessments, Notes, Files, Chart, Units/Beds, and Forms, along with an 'X Exit' button. The main content area is titled 'Services' and features a 'Rule Violation (Non-immediate Category)' section. This section includes a dropdown menu for 'Other' and a list of violation categories. The first category, 'a) Repeated failure to wear mask for confirmed COVID-19 positive individual in COVID-19 isolation period. Not outright refusal but failure to comply.', is expanded to show an 'Event Date' field with the value '08/24/2023' and a calendar icon, and a 'Service Note' field with a rich text editor containing bold (B), italic (I), link, and list icons. A 'SUBMIT' button is located at the bottom right of the form. Below the expanded category, two other categories are visible: 'b) General threats that lack specificity (e.g., "I'm going to get you")' and 'c) Visible use in any common area, purchase, or distribution of illegal drugs not associated with a prescription, or alcohol.'

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

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

5 DAYS ACTIVE PROGRAM

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

ADD PROGRAM RESTRICTIONS

Tanya Anderson

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

▼ Select

- 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.

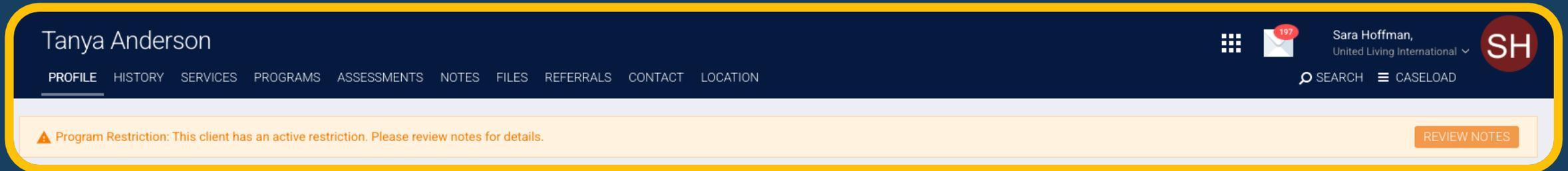
(FAMILY SHELTER) Property theft, destruction, or interference that endangers another guest's ability to shelter safely or disrupts vital site operations.

(FAMILY SHELTER) Other rule violation (including non-immediate rule violations, provide description in Note)



Alert Banner

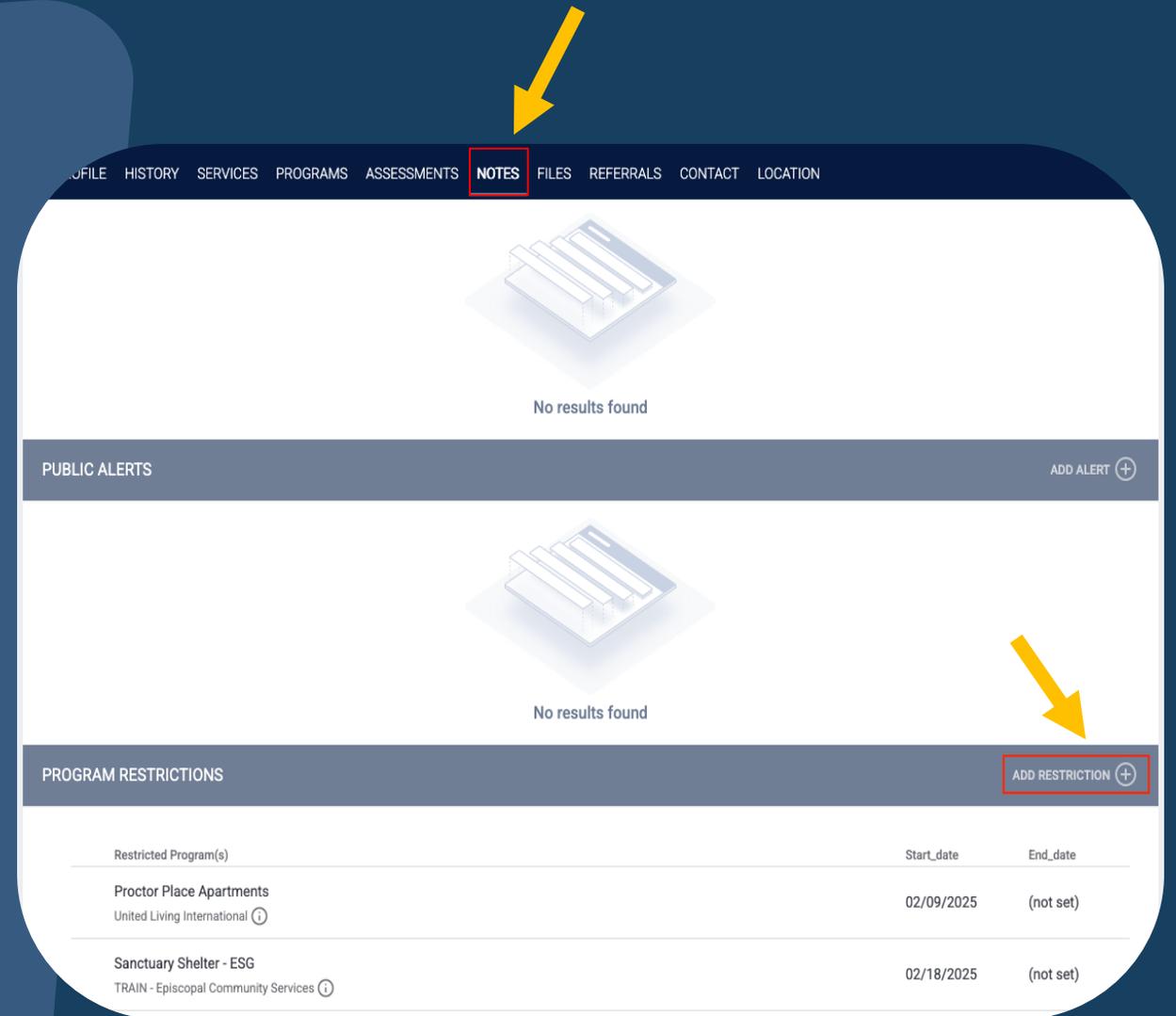
- Alerts are visible for restrictions entered by your agency
- Shows on *Profile* Screen and under *Programs* Tab
- Click *Review Notes* to view details



The screenshot displays a user profile interface for Tanya Anderson. The header includes the name 'Tanya Anderson' and a navigation menu with options: PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, REFERRALS, CONTACT, and LOCATION. On the right side, there is a user profile for Sara Hoffman, United Living International, with a notification icon showing 197 alerts and a search/caseload section. A prominent yellow alert banner at the bottom of the profile area contains the text: 'Program Restriction: This client has an active restriction. Please review notes for details.' and a 'REVIEW NOTES' button.

Optional: Notes Tab

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



Navigation bar: PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS **NOTES** FILES REFERRALS CONTACT LOCATION

Public Alerts: No results found

Program Restrictions: No results found

ADD RESTRICTION (+)

| 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

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



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?