



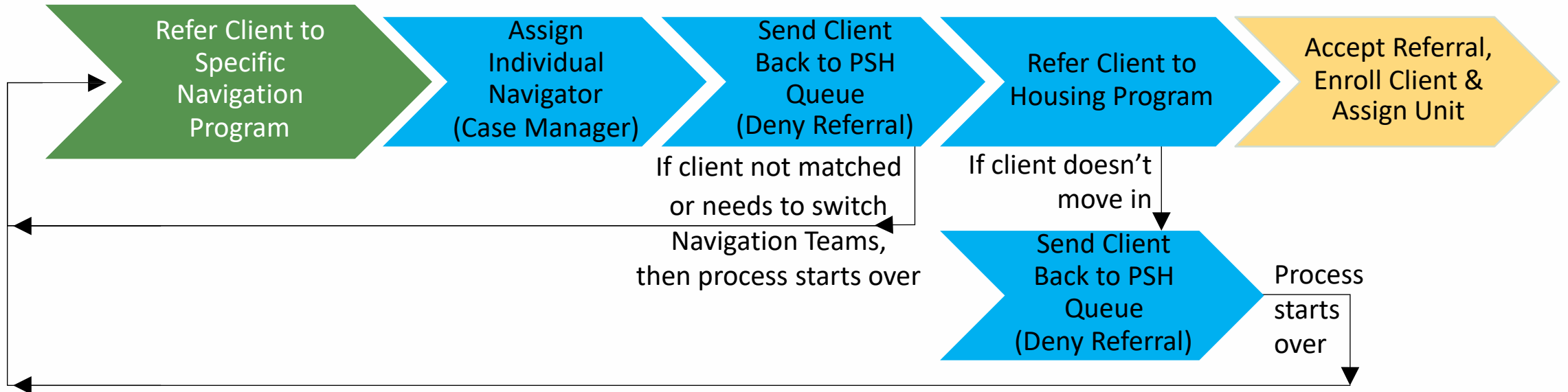
Adult CE Navigation Workflow

Learning Objectives

Learn the Adult Coordinated Entry (ACE) Navigation Workflow in ONE

Understand ONE System functions as they relate to ACE Navigation

Adult Housing Navigation & Placement Workflow



Reminders Related to Referrals to Adult Navigation Programs

- **Only the Housing Placement Team (HPT) should make referrals to the Adult Housing Navigation Programs**
 - Housing Navigation: Dolores Street
 - Housing Navigation: ECS
 - Housing Navigation: Pretrial Diversion Project
 - Housing Navigation: SF Hot Case Management
- **HPT includes information on intended program/unit in referral notes**
- **Navigation teams should update the pending referral with the assigned Navigator using the “Case Manager” field**
- **Clients should NOT be enrolled in the Housing Navigation Programs**
 - Referrals remain in pending status until client is sent back to PSH Queue by denying the referral using the appropriate denial reason (see [Denial Reason Desk Guide](#) for guidance)

Identifying Active Navigation Team Clients

Adult Housing Navigation Programs Dashboard

- This is a custom dashboard you can use to see who is active with each of the navigation programs.
- You can see which program is navigating the client, when the referral was made to the navigation program, the navigator assigned and the status of the referral.
- You can also click the "Link to ONE profile" to go straight to the client's profile.

Department of Homelessness and Supportive Housing

REPORT LIBRARYEXPLOREDATA ANALYSIS

5959

Paul Devencenzi,
Department of Homelessness and ...

SEARCHCASELOAD

Adult Housing Navigation Programs Dashboard

just now

Housing Navigation Program

Status

is Housing Navigation: Dolores Street or Hou...

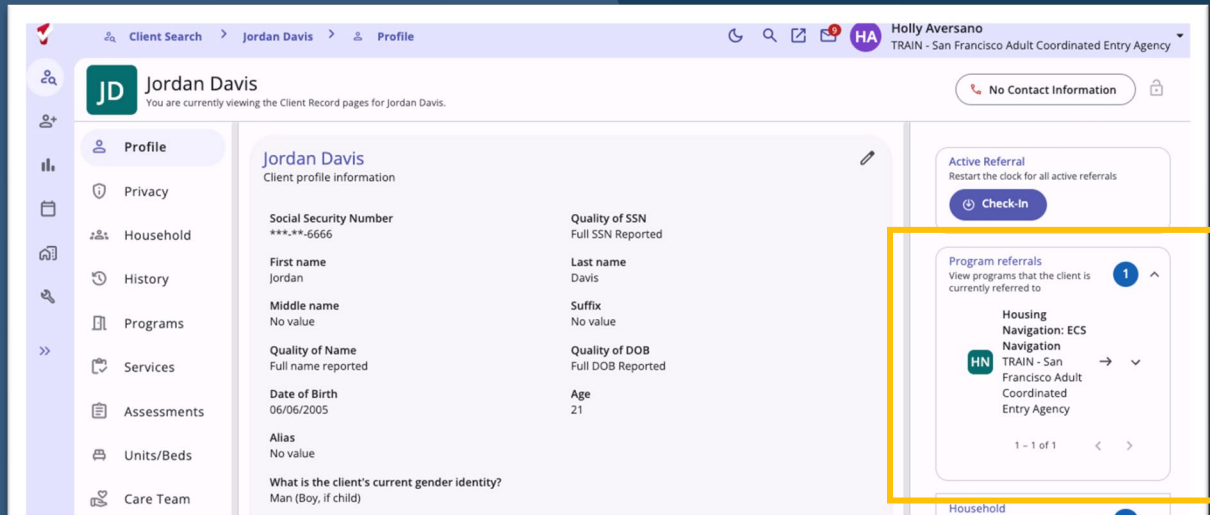
is Pending - In Process or Pending

Total Counts

Housing Navigation Program	Count of Clients
Housing Navigation: Dolores Street	1
Housing Navigation: ECS	1
Housing Navigation: Pretrial Diversi...	1
Housing Navigation: SFHOT	1

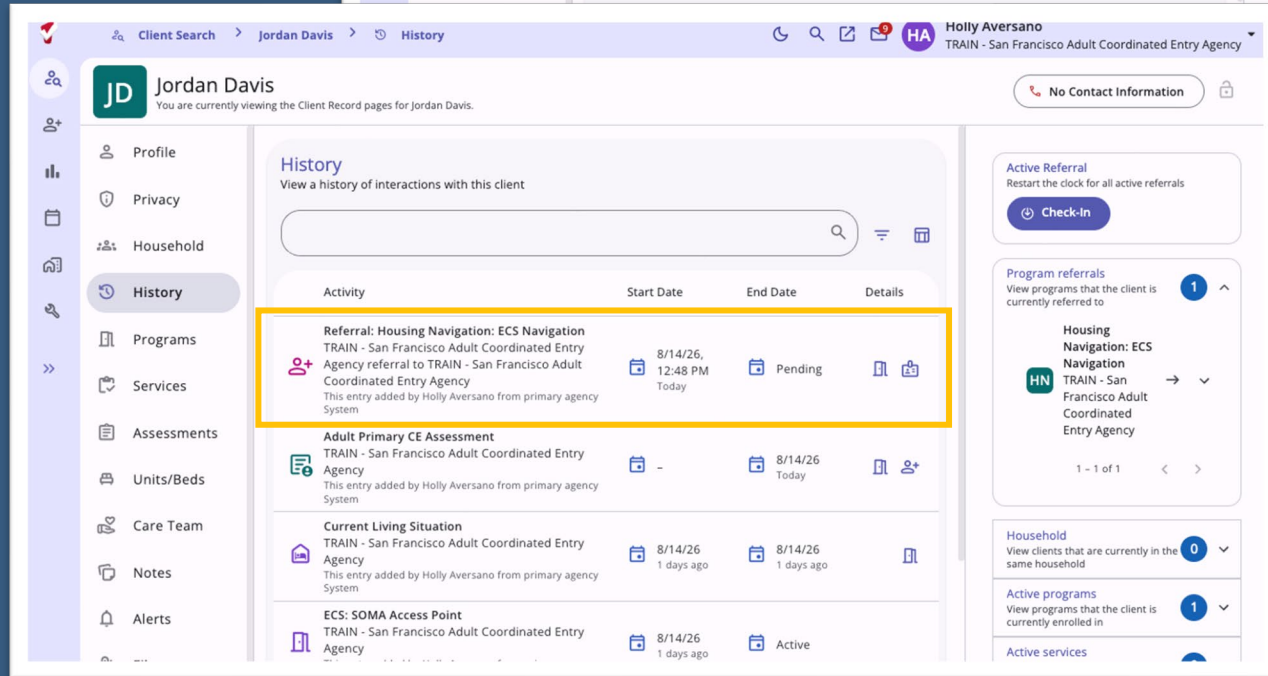
Client-Level Data for Adult Housing Navigation Programs

	Housing Navigation Program	Client Name	Unique Identifier	Link to ONE Profile	Date of Referral	Case Manager	Referral Status
1	Housing Navigation: Dolores Street	Bitfocus Test 2	6D1065483	102370	2023-05-24	Candace Thomsen	Pending
2	Housing Navigation: ECS	Bitfocus Test	DF4A43BD9	73916	2023-05-24	Cody Reneau	Pending
3	Housing Navigation: Pretrial Diversion Project	Bitfocus Tinytest	0552D3D4D	84044	2023-05-25		Pending
4	Housing Navigation: SFHOT	Covid-19 Hold Tbd	571C2CDC7	80008	2023-05-25		Pending



Identifying Active Clients: Client Profile/History

- You can view the referral from the client's profile or history tab.
- Program referrals section available on the right sidebar.
- Click on arrow icon next to program referral to return to the referral screen.
- You can also view the referral on the client's "History" tab.
- It will be organized in the history tab by the date they were added to the Community Queue.
- Click directly on the referral to return to the referral screen.

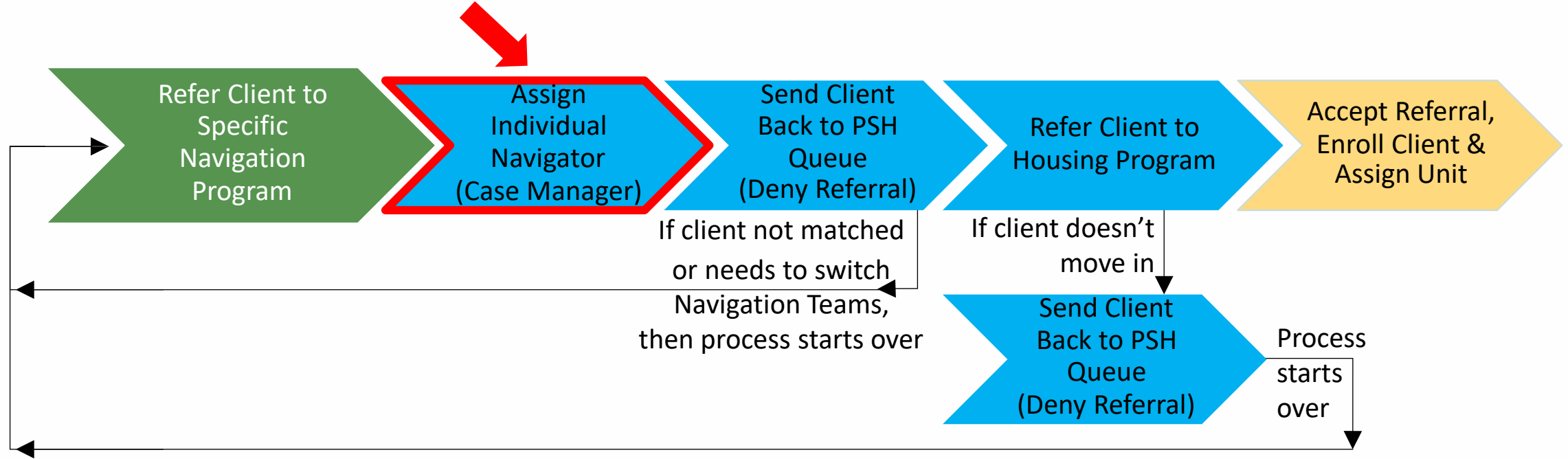


Identifying Active Clients: Referral Screen

- You can also view the referral on the Referral Screen and see where they are referred to, who referred them and the status.
- The client's referral history is at the bottom of the screen, including the referral to your Housing Navigation Program.

The screenshot displays the 'Program Referral' interface for a client named Jordan Davis. The top navigation bar includes a 'PR' logo, the title 'Program Referral', a subtitle 'Housing Navigation: ECS Navigation referral for Jordan Davis', a 'Pending' status indicator, and a 'Check-in' button. The main content area is titled 'Referral' and includes an 'Edit referral details' link. The referral details are organized into several sections, each highlighted with a yellow box: 'Referred Program' (Housing Navigation: ECS Navigation), 'Referred To Agency' (TRAIN - San Francisco Adult Coordinated Entry Agency), 'Referring Agency' (TRAIN - San Francisco Adult Coordinated Entry Agency), 'Referred Date' (08/14/2026 12:48 PM), 'Days Pending' (0 day(s)), 'In Process' (0 day(s)), 'Adult Priority Score' (30), 'Qualified' (Reassigned), 'Staff Home Agency' (System), 'Referred by Staff' (Holly Aversano), 'Case Manager' (No value), 'Last Activity' (8/14/2026), 'Current Status' (Pending), and 'Hide from customer portal' (No). Below the referral details is a 'History' section titled 'View the history for the referral'. It contains a table with four columns: 'Activity', 'Date', 'Days Pending', and 'Staff'. The table lists two activities: 'Program Referral: Housing Navigation: ECS Navigation, TRAIN - San Francisco Adult Coordinated Entry Agency' and 'Added to Community Queue: Permanent Supportive Housing Queue'. The first activity is highlighted with a yellow box. The table data is as follows:

Activity	Date	Days Pending	Staff
Program Referral: Housing Navigation: ECS Navigation, TRAIN - San Francisco Adult Coordinated Entry Agency	8/14/2026 12:51:00 PM 8/14/2026 12:51:43 PM	0	Holly Aversano TRAIN - San Francisco Adult Coordinated Entry Agency
Added to Community Queue: Permanent Supportive Housing Queue	8/14/2026 12:48:05 PM 8/14/2026 12:48:12 PM	0	Holly Aversano TRAIN - San Francisco Adult Coordinated Entry Agency



Assign Individual Navigator

using Case Manager field on pending referral

Updating a Referral: Assigning a Case Manager

- On the referral screen, click the pencil icon in the top right corner to edit the screen.
- Find the “Case Manager” field and click on it to see a dropdown of all SF ACE Staff who can be assigned as a case manager.
- Select the person assigned to outreach the client and then click on the save changes button to assign them to the referral. This should be updated if the assigned navigator changes

The screenshot shows the 'Program Referral' interface for 'Jordan Davis'. The 'Case Manager' field is highlighted with a yellow box. A yellow arrow points from the pencil icon in the top right corner to the 'Case Manager' field. A dropdown menu is open, showing a list of staff members: 'Dmitry Bukavin' and 'Holly Aversano'. The 'Save' button is also highlighted with a yellow box.

Program Referral
Housing Navigation: ECS Navigation referral for Jordan Davis

Referral
Edit referral details

Referred Program
Housing Navigation: ECS Navigation

Referred To Agency
TRAIN - San Francisco Adult Coordinated Entry Agency

Referring Agency
TRAIN - San Francisco Adult Coordinated Entry Agency

Referred Date
08/14/2026 12:48 PM

Days Pending
0 day(s)

In Process
0 day(s)

Adult Priority Score
30

Qualified
Reassigned

Staff Home Agency
System

Referred by Staff
Holly Aversano

Case Manager
No value

Last Activity
8/14/2026

Current Status
Pending

Hide from customer portal
No

Case Manager
Select
Select
Dmitry Bukavin
Holly Aversano

Referred by Staff
Holly Aversano

Case Manager
Holly Aversano

Last Activity
8/14/2026

Current Status *
Pending

Hide from customer portal
Hide from customer portal

Save

Updating a Referral: Referral Notes

- The Housing Placement Team may put important information in the Referral Notes section
- This information will be relevant to their eligibility and placement options and should be reviewed before outreaching to the client.

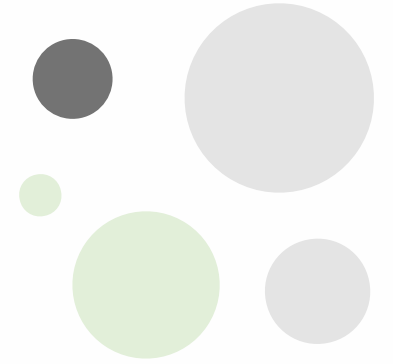
Notes

Manage notes for the referral

Note	Date	Added By	Agency
• Placement requirements: Approved RA for Elevator • Recommended Placement(s): Tenderloin Housing Clinic • Avoid: Previously declined the Pacific Bay Inn • Preliminary eligibility... • CoC: Yes • PBV: Yes	8/14/26	Holly Aversano	TRAIN - San Francisco Adult Coordinated Entry Agency

Adult Unit Refusal Protocol

Adult Unit Refusal Protocol



• **HSH requires that unit refusals and exemptions are tracked using specific referral denial reasons and the Client Housing Refusal Assessment**

- Denying referrals is built into this workflow in ONE, so tracking this way doesn't require an extra step
- It is very important to choose the appropriate referral denial reason and HSH has developed a “desk guide” to provide detailed guidance

Referral Denial Reasons

Denied By Type	Denied Reason	Denial Information
1. Client 2. Provider	1. Lack of Eligibility 2. Full Capacity/No Availability 3. Needs could not be met by program 4. Client refused service 5. Client did not show up or call 6. Self Resolved – Client Housed 7. Alternate referral 8. Alternate placement 9. Client out of Jurisdiction 10. Client previously received service 11. Disagreement with rules 12. Referral time expired 13. Falsification of Documents 14. Denied by Landlord/Property Manager 15. Other 16. HSG NAV ONLY: Navigation successful - reassign to queue before matching to building/unit 17. Outreach Successful – reassign queue before referring to Navigation program Triggers unit refusal protocol Stop using these reasons Use when client is matched to a unit or housing program Use when client is referred to Navigation after successful outreach	Text box

Adult Referral Denial Reasons “Desk Guide”

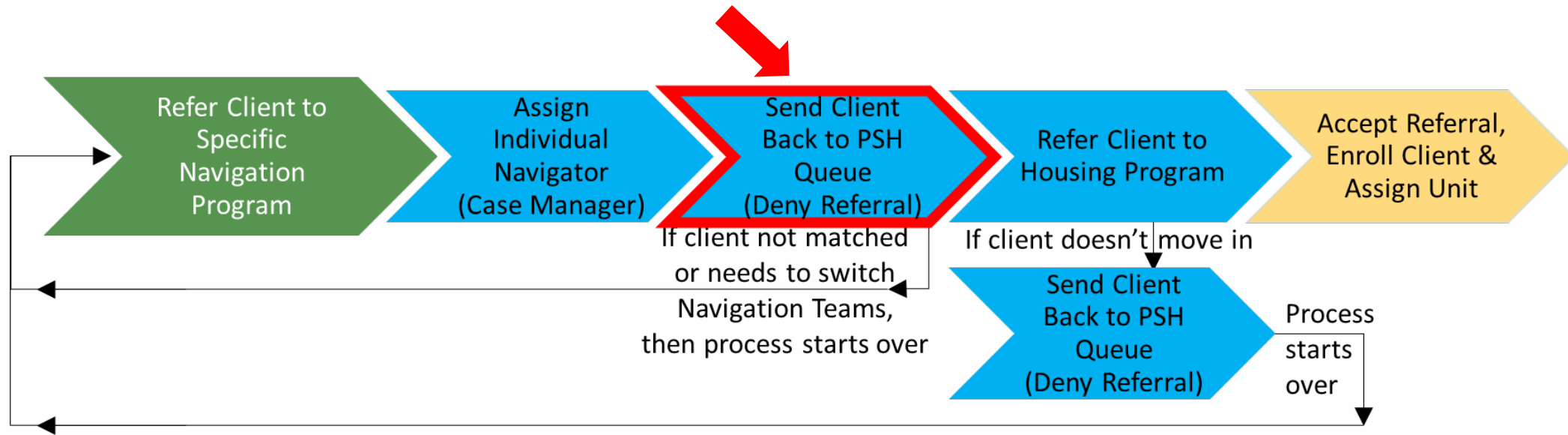
- Posted to the ONE System Help Site (on page for [Coordinated Entry Training Materials](#))
- Reason “Client refused service” is what triggers the unit refusal protocol

Adult Referral Denial Reasons Desk Guide

The table below provides guidance on choosing referral denial reasons as part of the ONE System Adult Navigation & Placement Workflow.

Navigators must also populate the “Denied by Type” field and enter an additional note in the in the “Denial Information” text box. The last column below provides guidance on when to choose either “Provider” or “Client” in the “Denied by Type” dropdown field.

#	Denied Reason	When to choose this reason	Denied by Type
1	Lack of eligibility	- Client doesn’t meet funding requirements, (e.g., assigned to CoC but does not meet chronic homelessness test). - Client does not pass background check. - Navigator is unable to obtain required documentation.	Provider
2	Full Capacity/No Availability	Program does not have units available.	Provider
3	Needs could not be met by program	- Client has a reasonable accommodation that could not be met by program (e.g., client is in wheelchair, but available units are all in buildings without working elevators). - Client is nursing needs and needs to be reassigned to a nursing needs building. - Client wishes to be housed as part of a couple and the assigned program does not have suitable units available. - Client has obvious mobility constraints that could not be accommodated by provider. - Client has minor children who will visit.	Provider
4	Client refused service	Client declined program/unit due to a housing preference, including room size, location/neighborhood, or amenities (bathroom/kitchen), unless supported by a reasonable accommodation request. <u>Please note the client’s specific reason for turning down the unit in the “Denial Information” text box.</u> NOTE: Declining the unit triggers HSH’s unit refusal protocol.	Client



Send Client Back to the PSH Queue when the Matchmaking Phase is Complete by denying the referral

Denying a Referral: Client Not Matched to Unit

1. On the referral screen, click the pencil icon in the top right corner to edit the screen.
2. Find the "Current Status" field and then select "Denied" from the dropdown list.
3. Select if the client is being returned to the queue and select the denial type (whether the client denied it, or a provider did).
4. Then select the appropriate denial reason for the client. Check the Denial Reason Desk Guide to ensure you have the correct reason.
5. You must write a brief note in the denial information box to submit.
6. Hit "Save Changes" to submit.

The screenshot displays the 'Program Referral' interface for 'Housing Navigation: ECS Navigation referral for Jordan Davis'. The status is 'Pending'. A pencil icon in the top right corner is highlighted with a red box, indicating where to click to edit the referral details.

The 'Referral' section on the left lists details: Referred Program (Housing Navigation: ECS Navigation), Referred To Agency (TRAIN - San Francisco Adult Coordinated Entry Agency), Referring Agency (TRAIN - San Francisco Adult Coordinated Entry Agency), Referred Date (08/14/2026 12:48 PM), Days Pending (0 day(s)), In Process (0 day(s)), Adult Priority Score (30), Qualified (Reassigned), Staff Home Agency (System), Referred by Staff (Holly Aversano), Case Manager (No value), Last Activity (8/14/2026), Current Status (Pending), and Hide from customer portal (No). The 'Current Status' field is highlighted with a yellow box.

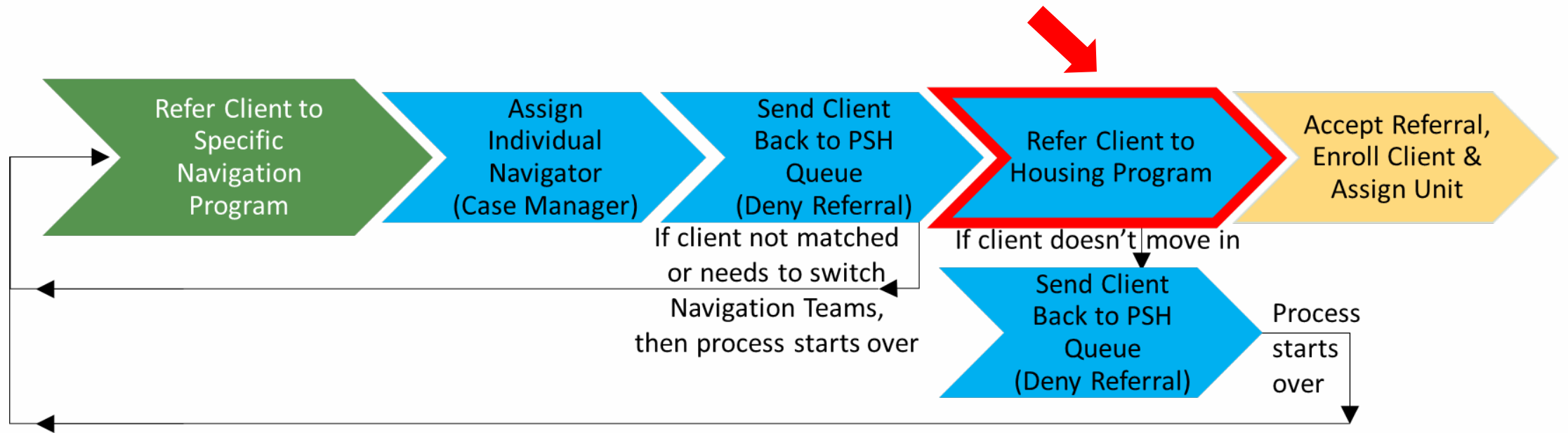
The main form area shows the 'Denied by Type' dropdown set to 'Client'. The 'Denied by Reason' dropdown is set to 'Select'. The 'Current Status' dropdown is set to 'Denied'. The 'Denial Information' text area is empty, with a placeholder 'Enter denial information...'. The 'Status Date' is set to '08/14/2026' at '12:51 PM'. The 'Send to Community Queue' section has radio buttons for 'No' (selected) and 'Yes'. A yellow box highlights the 'Send to Community Queue' section.

A dropdown menu for 'Denied by Reason' is shown, listing options: 'Select', 'Lack of Eligibility', 'Full Capacity/No Availability', 'Needs could not be met by program', 'Client refused services', and 'Client did not show up or call'. This menu is also highlighted with a yellow box.

Denying a Referral: Client Matched to a Unit

- Used when a client has accepted a unit and you are going to refer them to that specific program.
- To do so you must deny their referral to their navigation program.
- The denial must have the following parameters:
 - Sent to the Community Queue
 - Denied Type must be Provider
 - Denied Reason must be “Navigation Successful – reassign to queue before matching to unit/building”
 - The accepted program must be added to the Denial Information box

Denied by Type *	
Provider	
Denied by Reason *	
HSH NAV ONLY: Navigation successful - reassign to queue before matching to building/unit	
Current Status *	
Denied	
Denial Information *	
↩ ↪ B I ⌵ ⌶ Accepted the Ambassador Hotel.	
Status Date *	
08/14/2026	12:51 PM
Send to Community Queue *	
☐ No ☒ Yes	



Refer Client to the Housing Program

Making a Referral from the Queue

1. Ensure that you have selected the correct referring agency for yourself. Then click on the "Referrals" tab.
2. Now in the "Referrals" tab, click on Community Queue to see clients who are on a queue but do not have a referral.
3. Select the PSH queue and type in the person's name or UI in the search bar.
4. Find your client, and then click on the three dots on the side.
5. Click Reassign to begin the referral.

The screenshot shows the 'Referrals' section of a software interface. The left sidebar has a 'Referrals' tab selected. The main area is titled 'Referrals' and 'Community Queue'. Below the title, there are tabs for different queue types: 'CAAP PSH Queue', 'Permanent Supportive Housing Queue' (which is selected and highlighted with a yellow box), 'Rapid Rehousing Queue', 'Temporary Shelter Queue', and 'Transfer Queue (HSH Only)'. A table lists several clients with their referral dates, days pending, and the person who created the referral. On the right, there is a 'Referral Status' section with a donut chart showing 'Pending' status.

Client	Referral Date	Days Pending	Created by	Referral Status
Belkis Alvarez Referred by TRAIN - San Francisco Family Coordinated Entry Agency	2/6/26 6 months 8 days ago	189 days	Michelle Wong TRAIN - San Francisco Family Coordinated Entry Agency Added by Michelle Wong from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 6 months 8 days ago
Maddy Bowen Referred by TRAIN - San Francisco Family Coordinated Entry Agency	5/22/26 2 months 23 days ago	84 days	Cody Reneau TRAIN - San Francisco Family Coordinated Entry Agency Added by Cody Reneau from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 2 months 23 days ago
Mom FamilyTest Referred by TRAIN - San Francisco Family Coordinated Entry Agency	6/18/26 1 months 26 days ago	57 days	Swati Pande TRAIN - San Francisco Family Coordinated Entry Agency Added by Swati Pande from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 1 months 26 days ago
Dad TestFamily Referred by TRAIN - San Francisco Family Coordinated Entry Agency	6/30/26 1 months 14 days ago	44 days	Swati Pande TRAIN - San Francisco Family Coordinated Entry Agency Added by Swati Pande from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 1 months 14 days ago

This screenshot shows the details for a specific client, Jordan Davis. The table lists his referral date as 8/14/26 (Today) and his status as 'Pending Today'. The 'Created by' field shows 'Holly Aversano'. On the right side of the client entry, there is a menu with three options: 'Reassign', 'Remove From Queue', and 'Change Queue'. The 'Reassign' option is highlighted with a yellow box.

Client	Referral Date	Days Pending	Created by	Referral Status
Jordan Davis Referred by TRAIN - San Francisco Adult Coordinated Entry Agency	8/14/26 Today	0 day	Holly Aversano TRAIN - San Francisco Adult Coordinated Entry Agency Added by Holly Aversano from primary agency System	Pending Today

Making a Referral to a Housing Program

- In the right-side window, select the Active Agency (agency you wish to refer to).
- Select the appropriate program and unit.
- Click "Save" to complete the referral.

Reassign Referral

1 Reassign Referral

Reassign Referral

Active Agency *

TRAIN - Tenderloin Neighborhood Development Corporation (TNDC)

Reassignment Date *

08/14/2026 1:58 PM

Program *

Ambassador Hotel - CoC

Available Unit / Beds

Select Unit/Bed

203

☒ Eligibility Override

Required Documents

No required documents.

Cancel Save

PR Program Referral
Ambassador Hotel - CoC referral for Jordan Davis

Pending

Check-In

Referral

Edit referral details

Referred Unit
203

Referred Program
Ambassador Hotel - CoC

Referred To Agency
TRAIN - Tenderloin Neighborhood Development Corporation

Referring Agency
TRAIN - San Francisco Adult Coordinated Entry Agency

Referred Date
08/14/2026 12:48 PM

Days Pending
0 day(s)

In Process
0 day(s)

Adult Priority Score
30

Qualified
Reassigned

Staff Home Agency
System

Referred by Staff
Holly Aversano

Case Manager
No value

Last Activity
8/14/2026

Current Status
Pending

Case Manager
Holly Aversano

Last Activity
8/14/2026

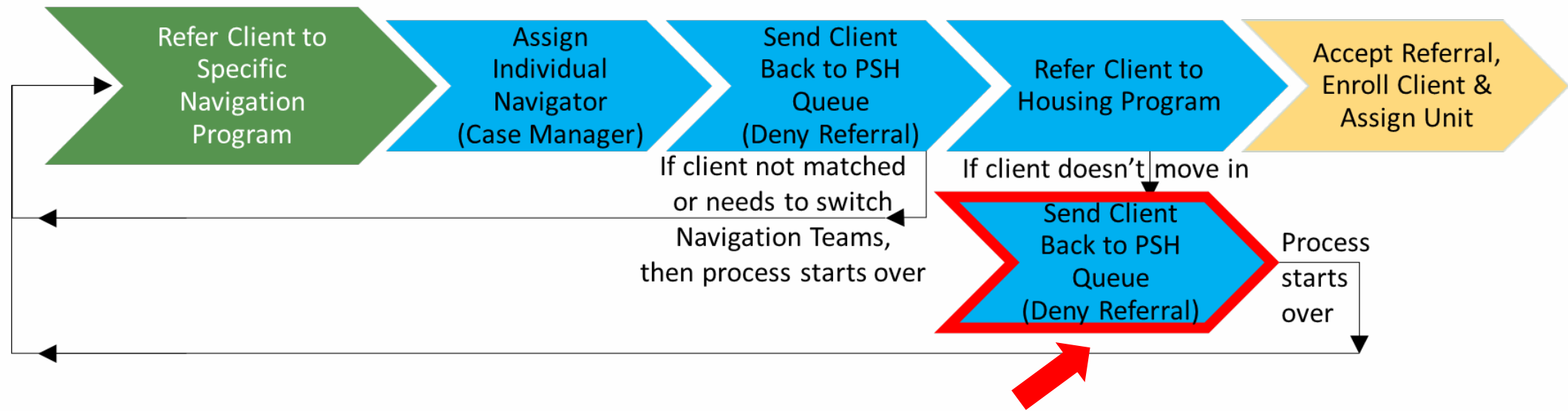
Current Status *
Pending

☐ Hide from customer portal

Cancel Save

Assigning a Case Manager

- After you have completed the referral a "Case Manager" must be assigned.
- To select yourself, click on the pencil icon to edit the referral screen; then click the Case Manager menu and select your name from the dropdown list.
- Click "Save" to complete the case manager assignment.



Send Client Back to the PSH Queue if Client Doesn't Move into Housing by denying the referral

HA Holly Aversano
TRAIN - Tenderloin Neighborhood Development Corporation

18
Active enrollments

0

5 Military? Details

Referrals
Referrals for TRAIN - Tenderloin Neighborhood Development Corporation

Incoming Referrals

View a list of the incoming referrals for TRAIN - Tenderloin Neighborhood Development Corporation

Referral Status: 2 selected jor dav

Client	Program	Referral Date	Days Remaining
Jordan Davis Referred by TRAIN - San Francisco Adult Coordinated Entry Agency	AH Ambassador Hotel - CoC TRAIN - Tenderloin Neighborhood Development Corporation	8/14/26 Today	0 day

Denied by Type *

Client

Denied by Reason *

Client refused services

Current Status *

Denied

Denial Information *

Client declined after viewing unit. Did not like location.

Status Date *

08/14/2026 2:10 PM

Send to Community Queue *

☐ No ☒ Yes

Denying a Program Referral: Client Does Not Move In

- If a client accepts a housing referral, but subsequently does not move in for any reason, their referral must be denied.
- To deny a client from a program referral, you must first change your agency to whichever the program is listed under.
- Then navigate to their referral screen, change the status to denied according to the reason for the denial and complete the rest of the fields as applicable.
- Use the Denial Reasons Desk Guide to ensure you have the correct reason!

Client Housing Refusal Assessment

Client Housing Refusal Assessment

Method of tracking housing refusals for Housing Referral Status clients in the ONE System, across all populations and types of housing.

To complete an assessment,

1. Navigate to client's CE program enrollment
2. Click the Assessments tab under the enrollment
3. Click the plus sign icon to add a new assessment

The screenshot displays the ONE System interface for a client's CE program enrollment. The header bar includes the ECS logo, the text "ECS: SOMA Access Point TRAIN - San Francisco Adult Coordinated Entry Agency Coordinated Entry", a calendar icon with "8/14/26 - Active 1 days ago", and a lock icon. The navigation bar contains tabs: Home, History, Group, Services, Events, Assessments (highlighted with a yellow box), Notes, Files, Forms, Assigned Staff, and Exit. Below the navigation bar, the section "Program assessments" is visible, with the subtitle "ECS: SOMA Access Point assessment history for Jordan Davis". A plus sign icon (+) is highlighted with a yellow box in the bottom right corner of the interface.

Client Housing Refusal Assessment (cont)

Select the “Client Housing Refusal” assessment and click Next to begin the assessment.

Add a program assessment

1 Select an assessment

Available Assessments

Select an assessment to add to ECS: SOMA Access Point

Name

CL

Current Living Situation

AP

Adult Primary CE Assessment

CH

Client Housing Refusal

Jl

Job Interest Questionnaire

PM

Pre Move-In (Housing Navigation) IHSP Assessment

PS

Problem Solving Screening Tool

1 – 6 of 6 < >

Next

Housing Program field is a dropdown containing all active programs in ONE

- **TIP:** Type in part of the program name to find the correct program.
 - Dropdown will automatically display partial matches.
- Be aware of programs with multiple funding sources and select the specific program offered and refused.

Type partial name to locate correct program in the dropdown list

Housing Program

Select option ^

- ▼ TRAIN - Abode Services
- ^ TRAIN - Bayview Hunters Point Foundation for Community Improvement
 - Monterey Boulevard Apartments - LOSP
 - Bayview Hill Gardens - LOSP
 - Arlington Residence - LOSP
 - Bayview Hill Gardens - HUD PBV
 - Arlington Residence - GF

Toggle for Refusing All PSH

- When a household refuses all housing interventions, there is a toggle to identify this decision.
- Be sure that households understand all the housing resources they are declining.
 - Programs can include all Site- Based Permanent Supportive Housing and Scattered Sites Permanent Supportive Housing, such as Flexible Housing Subsidy Pool.
- If toggled on, the only required field is Reason for Denial.
 - Do NOT identify a specific housing program in field below in this case.

Program Assessment: Client Housing Refusal
Client Housing Refusal data collection for Jordan Davis

Date *

08/14/2026

MM/DD/YYYY

☒ If refusing all PSH, turn on this toggle and don't select a program below:

Type partial name to locate correct program in the dropdown list

Housing Program

Select option

Reason for Refusal *

Refused to pay rent

Cancel Save

Toggle on and
Click **Save**

Client Housing Refusal Viewable in Client History

JD

Jordan Davis

You are currently viewing the Client Record pages for Jordan Davis.

Profile

Privacy

Household

History

Programs

Services

Assessments

Units/Beds

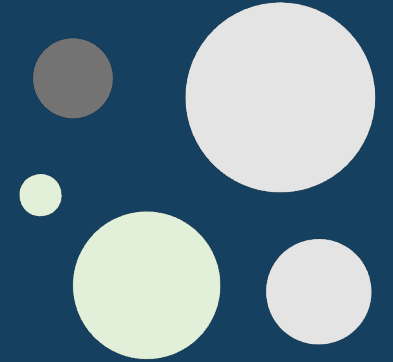
History

View a history of interactions with this client

Activity	Start Date	End Date	Details
Client Housing Refusal TRAIN - San Francisco Adult Coordinated Entry Agency This entry added by Holly Aversano from primary agency System	-	8/14/26 Today	
Referral: Permanent Supportive Housing Queue TRAIN - San Francisco Adult Coordinated Entry Agency referral to Community Queue This entry added by Holly Aversano from primary agency System	8/14/26, 2:47 PM Today	Pending	
Referral to PSH project resource opening:Referral to PSH project resource opening TRAIN - San Francisco Adult Coordinated Entry Agency This entry added by Holly Aversano from primary agency System	8/14/26 1 days ago	8/14/26 1 days ago	

Reports

Helpful Adult CE Reports



Adult Housing Navigation Programs Dashboard

- Displays pending referrals by program
- Can check if Case Manager field has been populated
- Can view referral notes from the HPT

Adult Housing Navigation Programs Referral Denial Reasons

- Displays denied referrals by program (remember all referrals are resolved by being denied)
- Can check if appropriate denial reasons are being used

Open PSH Units Report

- Displays available site-based PSH units and their attributes
- Can filter and sort to find units with specific attributes

Properties of Buildings Report

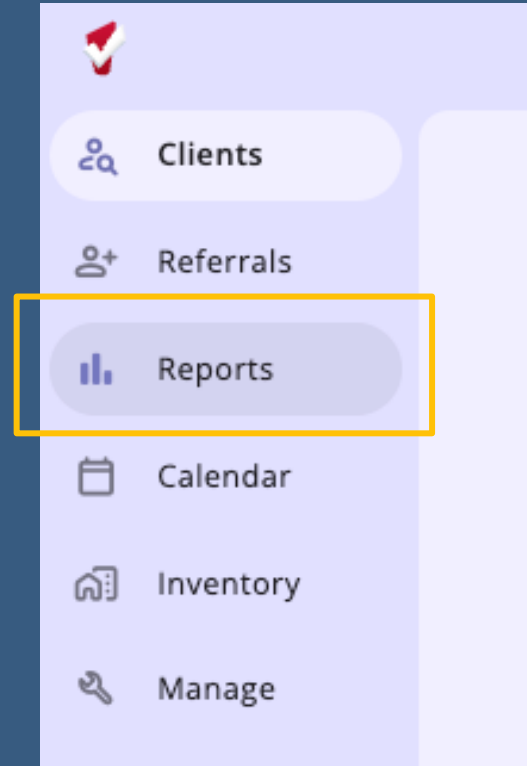
- Displays information tracked in ONE about Buildings, including accessibility attributes and property manager detail

Properties of Units Report

- Displays information tracked in ONE about Units, including current status and accessibility features of each unit

Accessing Housing Referral Status Refusals Tracking Dashboard

1. Click **Reports** tab on the right sidebar.



2. Click **Data Analysis** tab and click to expand SF ONE System Reports.

TRAIN - San Francisco Adult Coordinated Entry Agency

REPORT LIBRARY

EXPLORE

DATA ANALYSIS

San Francisco ONE System Reports

108 report(s) ▼

3. Find the report that meets your need and click **Run** to open

Coordinated Entry for Adults	
*SF Adult Housing Prioritization Dashboard	 RUN
Adult CE Clients with Recorded CE Document Ready Events	 RUN
Adult Community Queue Referrals	 RUN
Adult Flex Pool & RRH Housing Program Openings	 RUN
Adult Housing Assessment Score Monitoring	 RUN
Adult Housing Navigation Programs Dashboard	 RUN
Adult Housing Navigation Programs Referral Denial Reasons	 RUN
Adult Open PSH Units	 RUN
DPH A3 Team Shared Client List	 RUN
HAT Open PSH Units	 RUN
HDAP report for CE/HSA - with Housing Enrollments	 RUN
Housing Referral Status Refusals Tracking	 RUN

Bitfocus Resources

ONE System Help Site:

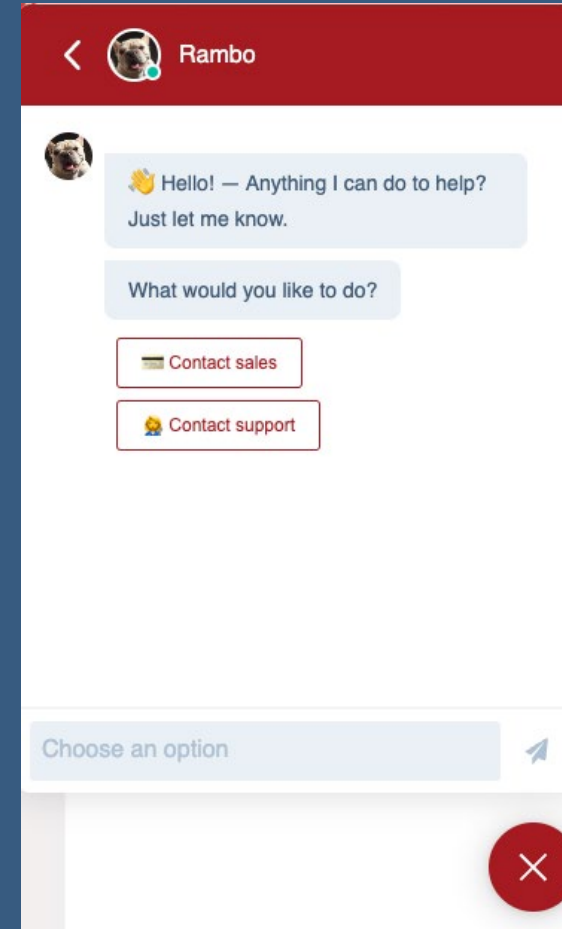
---> onesf.bitfocus.com

Bitfocus Help Desk

---> onesf@bitfocus.com

---> 415.429.4211

Help Desk Widget (On ONESF Help Center Website and Bitfocus Help Site)



Thank you!