



Youth Coordinated Entry

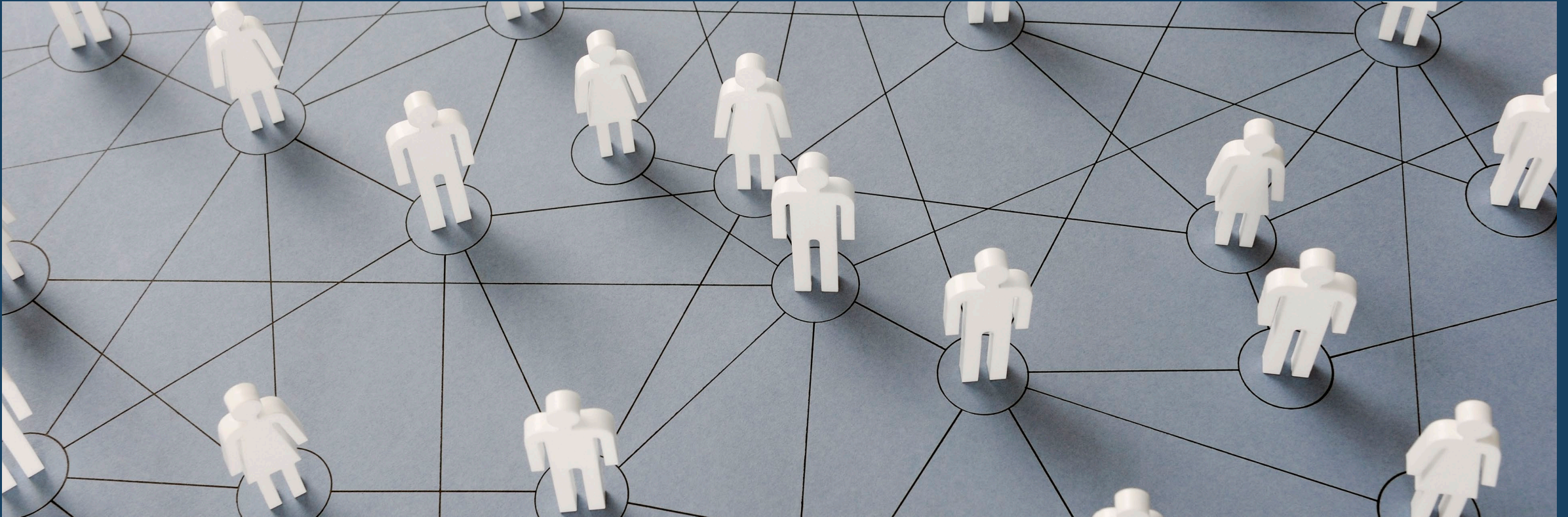
ONE System Training

Learning Objectives

Gain an understanding of the Coordinated Entry (CE) process

Understand tasks as they relate to CE

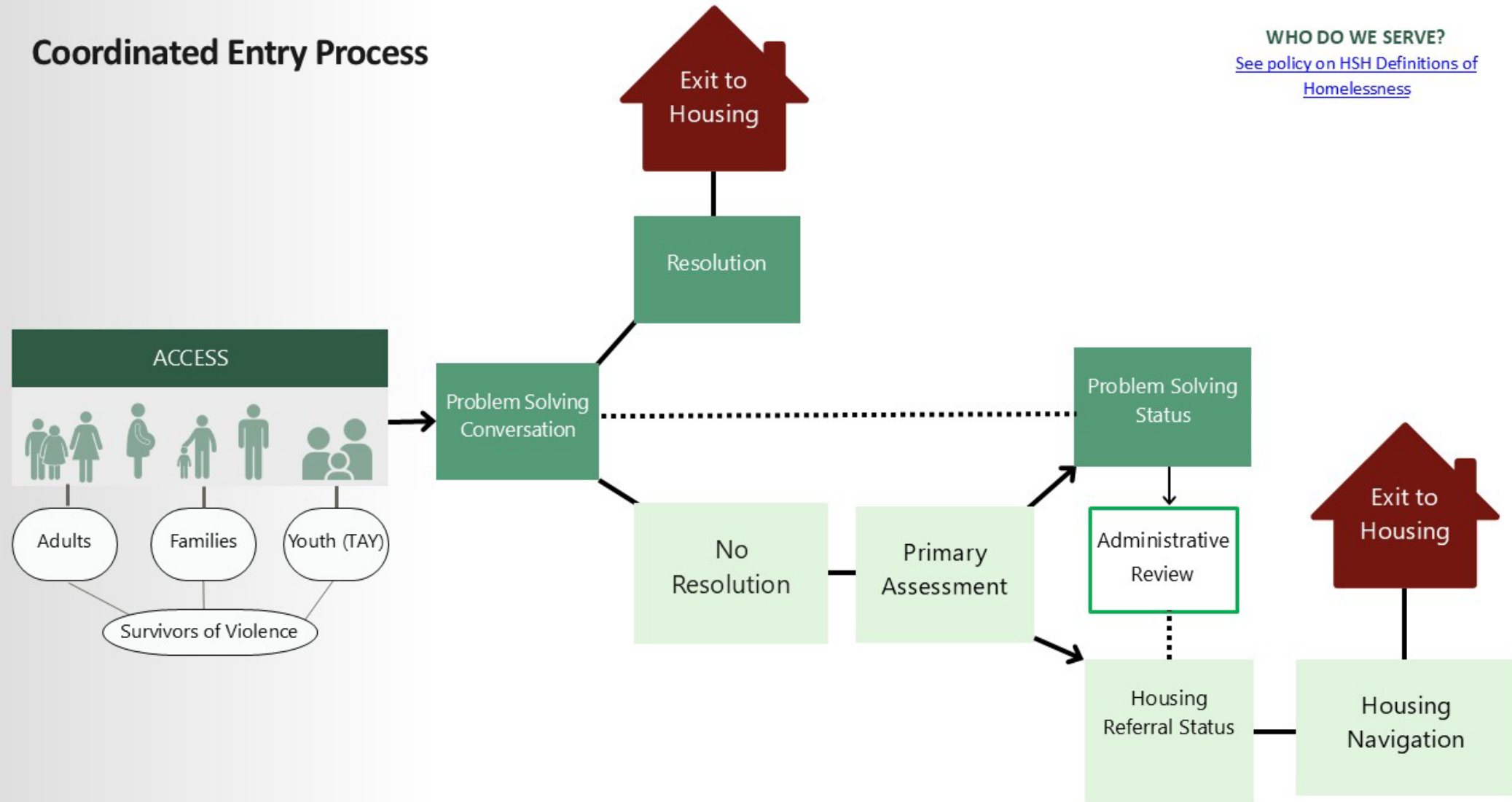
Observe Access Point workflow in the ONE System



Getting Started in Coordinated Entry

Coordinated Entry Process

WHO DO WE SERVE?
[See policy on HSH Definitions of Homelessness](#)



Getting Connected to Coordinated Entry

Households connect with CE through various ways:

Access Points

- Families with children under 18 directed to Family Access Points
- Transitional Age Youth (18-24) and (25-27) can choose between the Adult and Youth Access Points
- Adults over the age 18 without minor children directed to Adult Access Points

Outreach teams

- DPH Outreach Teams, including SFHOT
- Mobile Access Points
- Access Partners

Once a household is determined eligible for CE, a client record is created in ONE.



Getting ONE System Access

1. Complete the required trainings outlined below. Depending on your Access Role, additional trainings may be required.
 - [Clarity Human Services General Training](#)
 - [HSH Compliance, Privacy, and Data Security Training](#)
2. Notify your Agency Lead of completion.
3. Your Agency Lead will contact the Bitfocus Help Desk at onesf@bitfocus.com or (415) 429-4211 to request a new ONE System user account for you. The Agency Lead will need to provide the following information:
 - Username
 - User email
 - Access role



For more information, please visit - <https://onesf.bitfocus.com/new-user-info>



Navigating the ONE System

Navigating ONE

Youth Coordinated Entry work should be completed under the San Francisco Youth Coordinated Entry Agency



If you have access to multiple agencies, you will need to switch to the **San Francisco Youth Coordinated Entry** agency to enroll clients and perform assessments

Looking up households in ONE

- Once determined eligible for CE, a household is entered into ONE if they aren't already in the system
- Search for household/head of household
 - Search by name, DOB and SSN
- If unable to find head of household, create a new profile

Clients

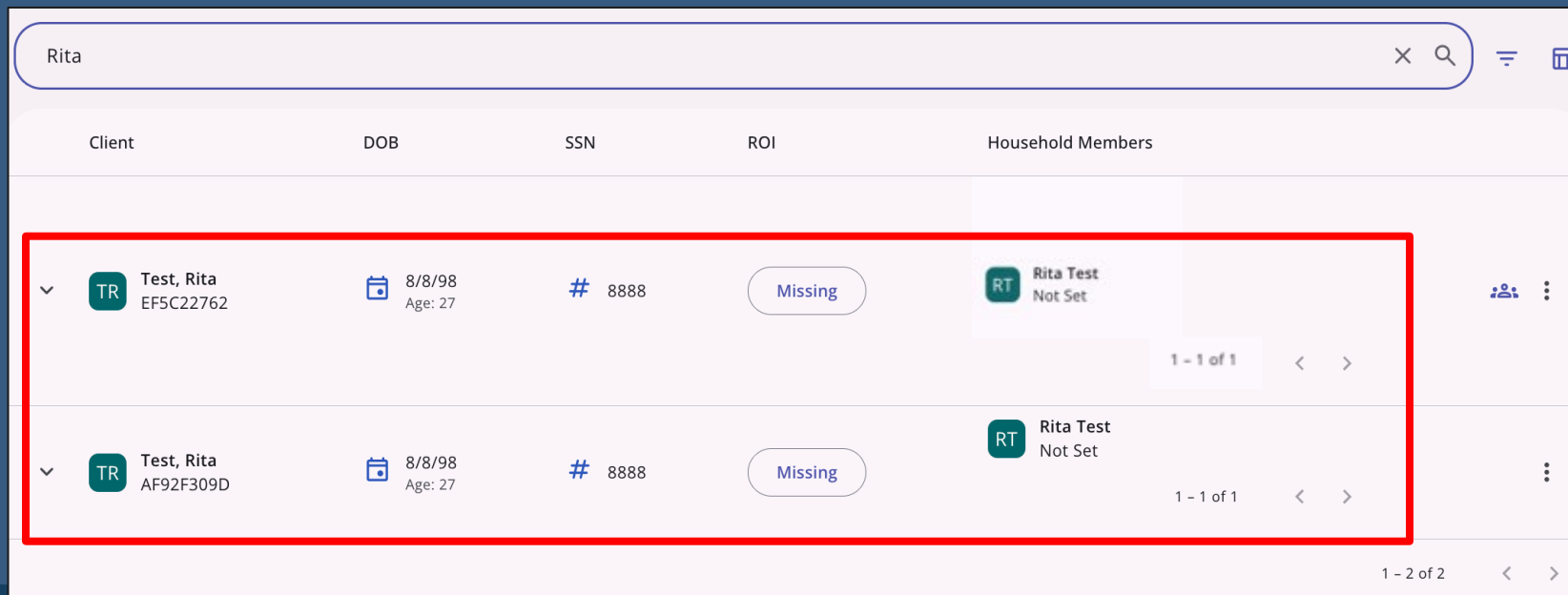
Search for a client

Search by name, partial name, DOB, or SSN

Showing recently accessed clients. Use the search bar above to find other clients.

Duplicate Profiles

- If you discover multiple profiles in ONE for a household:
 - Please contact the Bitfocus Help Desk (onesf@bitfocus.com) to request the records be merged together
 - Provide the unique identifiers for each profile and identify the primary profile
- In the example below, you will notice that one profile has a different UID but it is the same household



The screenshot shows a search result for 'Rita' in the Bitfocus ONE system. The results are displayed in a table with columns: Client, DOB, SSN, ROI, and Household Members. Two identical rows are shown, representing duplicate profiles. A red rectangle highlights the first two rows. The first row has a UID of EF5C22762 and the second row has a UID of AF92F309D. Both profiles have a DOB of 8/8/98, an age of 27, and an SSN of 8888. The ROI is 'Missing' for both. The Household Members column shows a profile named 'Rita Test' with a 'Not Set' status. The interface includes a search bar at the top with the text 'Rita' and a magnifying glass icon. The bottom of the table shows pagination: '1 - 2 of 2'.

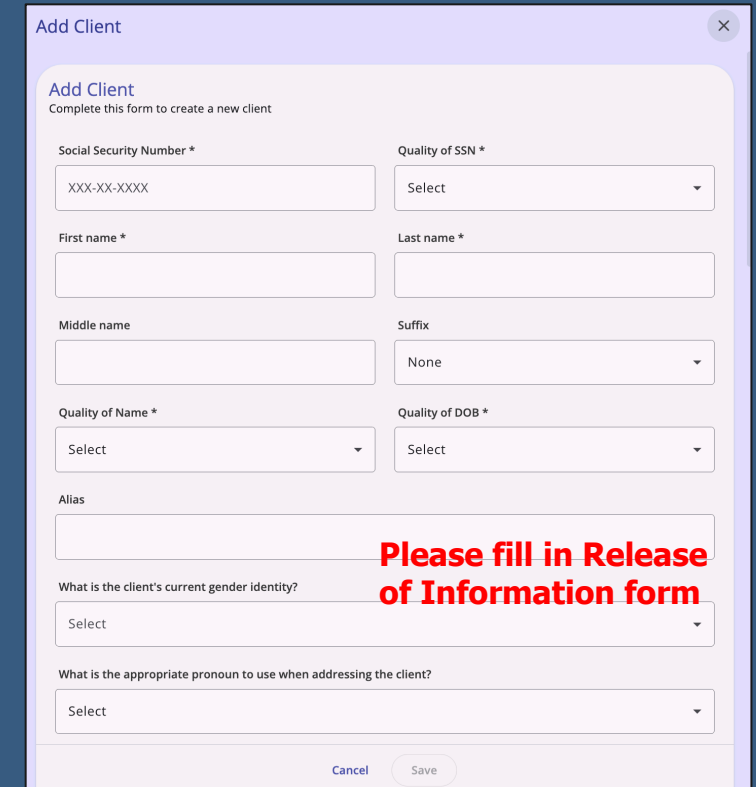
Client	DOB	SSN	ROI	Household Members
Test, Rita EF5C22762	8/8/98 Age: 27	# 8888	Missing	Rita Test Not Set
Test, Rita AF92F309D	8/8/98 Age: 27	# 8888	Missing	Rita Test Not Set

Creating New Profiles



The screenshot shows a 'Clients' header with a search bar labeled 'Search for a client'. To the right of the search bar is a red box containing a plus sign icon and a three-dot menu icon.

- Create a new profile if you can definitively confirm that your household is unique
- Collect as much information as possible, and avoid using “Data Not Collected” whenever possible
 - If necessary, use “client doesn’t know” or “client prefers not to answer”
- For existing profiles, review and confirm that all information is correct



The screenshot shows the 'Add Client' form. It includes fields for Social Security Number, Quality of SSN, First name, Last name, Middle name, Suffix, Quality of Name, Quality of DOB, Alias, and gender identity. A red text overlay reads: **Please fill in Release of Information form**. The form has 'Cancel' and 'Save' buttons at the bottom.

De-Identified Profiles

When entering the SSN please enter all 000-00-0000 For the Quality of SSN select from the drop down option "Client Doesn't Know".

Use the HOPE ID as the Last Name. For the First Name enter the word HOPE.

For Quality of Name select the Partial, street name, or code name reported

For Quality of DOB select Approximate or Partial DOB Reported Enter 01/01/xxxx for the Date of Birth-enter the year the client was born (e.g., 8/26/1981 enter 01/01/1981)

Enter all of the demographic information as **Client Prefers Not to Answer.**

Enter the primary phone number and email for the VSP staff person who assessed the client.

Select **No** in the Release of Information Module Select **ADD RECORD**

- De-identified profiles will be used for survivors of violence that do not wish to have their information put into ONE. Survivors of violence can choose at any time what types of PII they do or do not want to have shared in the ONE System.
- ONE System users will not be able to search for them using PII such as name, partial name, date of birth, or Social Security Number. However, ONE System users will be able to search for an individual by the Unique Identification number (UID#) that the ONE System randomly generates for each client profile.
- Contact will be facilitated through a third party such as a case manager or advocate working with the individual or household.

Release of Information

When creating a new profile, ONE will prompt you to have the household sign a Release of Information

Enter the release of information details

Permission *

Yes

Start Date *

08/06/2026

MM/DD/YYYY

End Date *

08/06/2029

MM/DD/YYYY

Documentation *

Electronic Signature

Select

Electronic Signature ✓

Attached PDF



By signing this form, I authorize the following:

- I authorize HSH, the Partner Agencies, and their authorized agents and representatives to collect, use, and disclose my personal information in compliance with the Notice, with my written consent, or when required by law. I understand that the Partner Agencies may change over time, and that a current list of Partner Agencies is available on the HSH website at: www.sf.gov/hsh-partner-agencies-one-system-access. I understand that the HSH reserves the right to amend the Notice and make the amended Notice effective for personal information collected, used, or processed as well as any information collected, used, or processed in the future.
- I authorize HSH to disclose my personal information to CCSF Homeless Adult and Family Multidisciplinary Personnel Teams (HMDT) for the purpose of expediting identification, assessment, and linkage to housing and services.
- If I am an enrolled member of a Medi-Cal Managed Care Plan, including San Francisco Health Plan (SFHP), Anthem Blue Cross, or Kaiser Permanente, I authorize HSH to use and disclose my personal information to my health plan for the purpose of providing or coordinating my health care and to administer coordination, authorization, and billing for CalAIM Community Supports.

Signature:

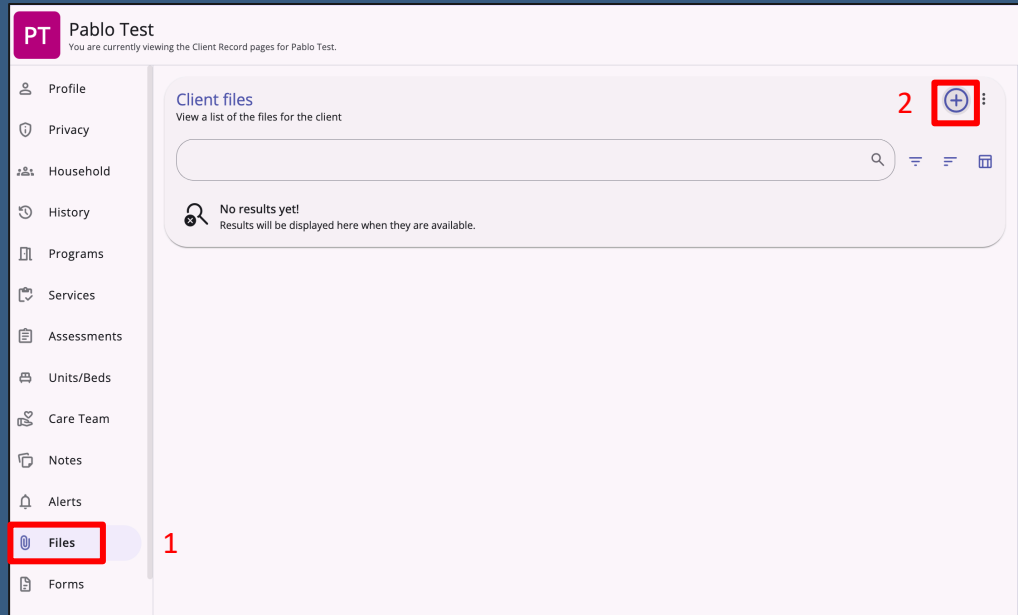
✕

CLIENT FULL NAME

No value

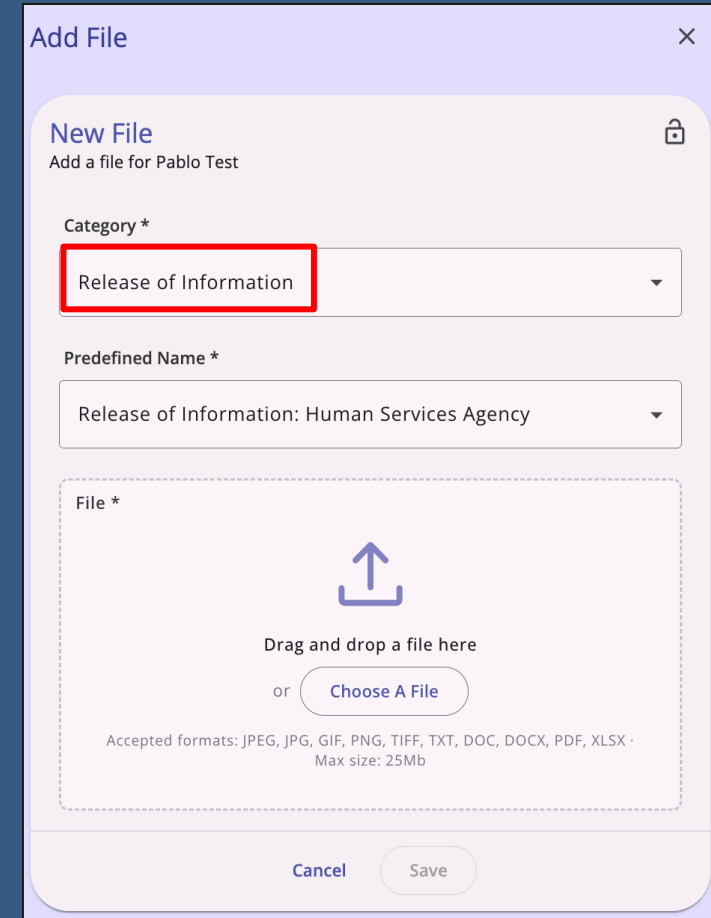
08/06/2026

Uploading other ROIs



1. To upload an HSA ROI, select the Files tab
2. Select the category for Release of Information
 - Human Services Agency

You do NOT need to upload HSH ROIs to the Files tab



Update Contact and Location Information

Contact

PT Pablo Test
You are currently viewing the Client Record pages for Pablo Test.

Profile
Privacy
Household
History
Programs
Services
Assessments
Units/Beds
Care Team
Notes
Alerts
Files
Forms
Contacts

Contacts
View all contacts for Pablo Test

No results yet!
Results will be displayed here when they are available.

Add Contact
Add a new contact for Pablo Test

Contact Type *
Client
Aunt/Uncle
Case Manager
Child
Client- Work
Client- Cell

XXX-XXX-XXXX

Active Contact

Contact Date *
08/11/2026
MM/DD/YYYY

Note
Enter a note...

Cancel Save

More than one contact can be added. Be sure to select a contact type from the drop down.

Location

PT Pablo Test
You are currently viewing the Client Record pages for Pablo Test.

Profile
Privacy
Household
History
Programs
Services
Assessments
Units/Beds
Care Team
Notes
Alerts
Files
Forms
Location

Client Location
View a list of the locations for the client

Address Date Type Created by

1030 Montgomery St
San Francisco, CA, USA, 94133-4505

Add Client Location

Address Type *
Home

Name *

Address *

Address (line 2)

Location Date *

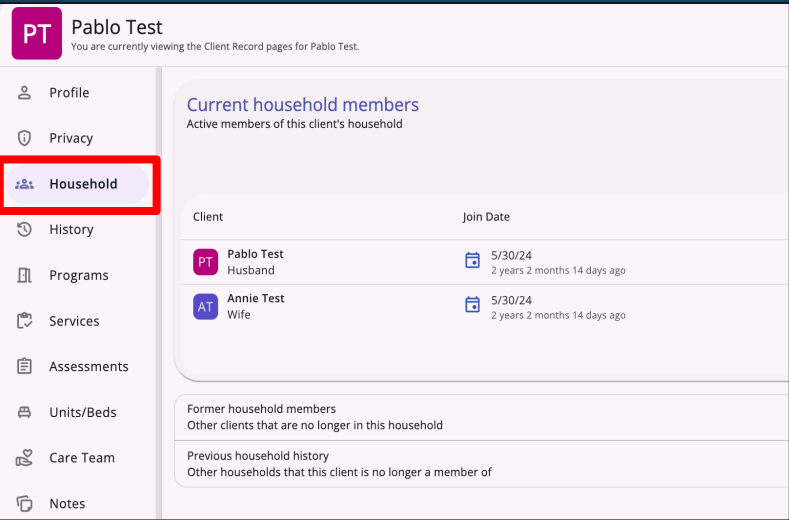
Active Location

Add Location Photos
Upload

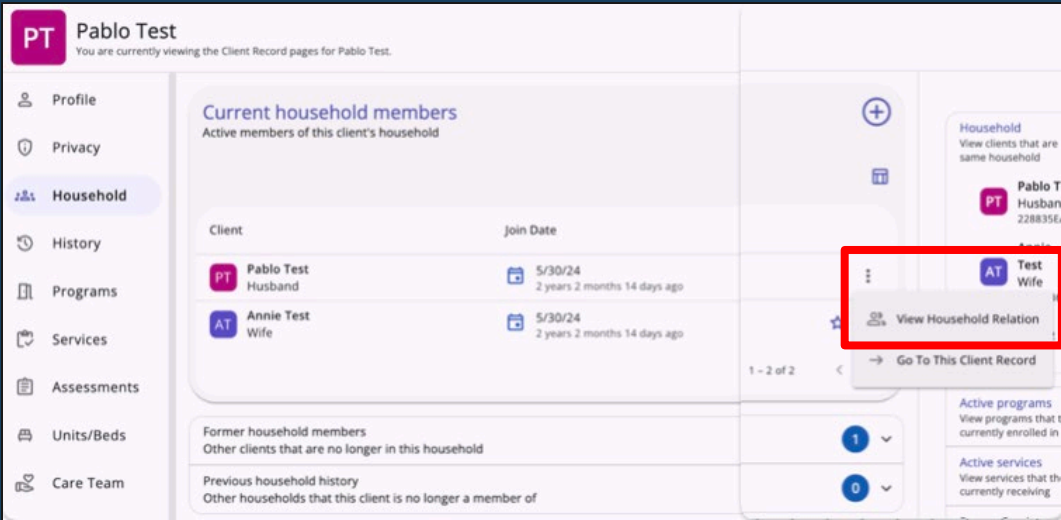
Location Photos

For mobile team, the arrow can be used to mark the exact location you met with the client.

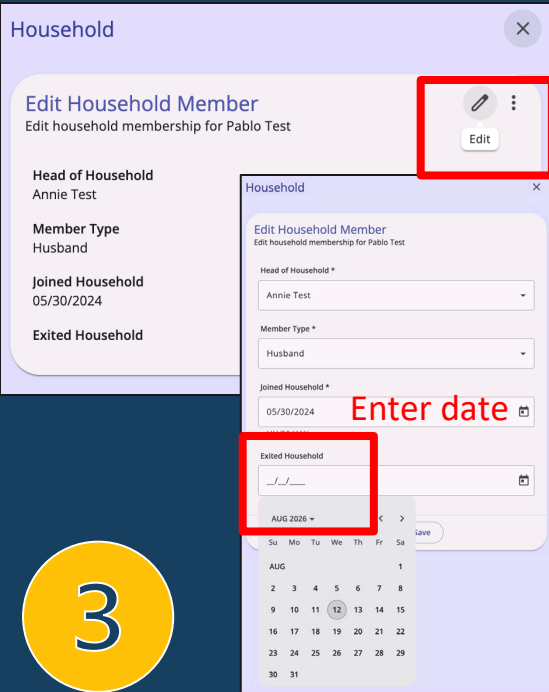
Managing Households



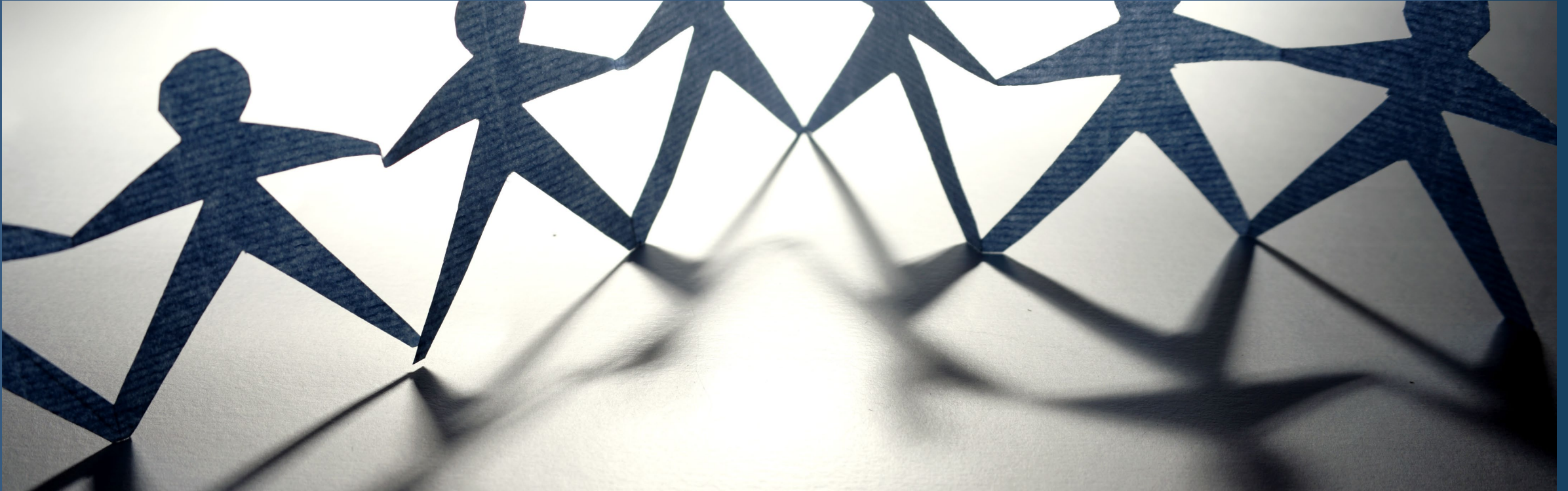
1



2



3



Enrollments

Coordinated Entry Enrollment

All households who are eligible for CE should be enrolled into a CE program

Enrollments are completed to show that households are actively being engaged by the CE and the Homelessness Response System

Information cascades forward to other fields and screens in ONE Enrollment is a HUD requirement

Coordinated Entry Enrollment in ONE

Program enrollments
Program enrollment history for Pablo Test



Program Name	Entry Date	Exit Date	Created by
 City Gardens - HUD PBV PH - Housing with Services (no disability required for entry) TRAIN - Abode Services	 6/18/26 1 months 25 days ago	 8/14/26 1 days from now	 Paul Devencenzi TRAIN - Abode Services Added by Paul Devencenzi from primary agency System
 ECS: Mobile Access Point Coordinated Entry TRAIN - San Francisco Adult Coordinated Entry Agency	 6/3/26 2 months 10 days ago	 6/3/26 2 months 10 days ago	 Paul Devencenzi TRAIN - San Francisco Adult Coordinated Entry Agency Added by Paul Devencenzi from primary agency System

1 - 2 of 2 < >

Add program enrollment

1 Select program

Available Programs
Select the program for the enrollment



-  Access Partner - SF Health Plan
-  Access Partner - SFHOT
-  Access Partner - Shelter Health
-  Access Partner - UCSF Citywide ICM Programs/PES
-  Access Partner - VA
-  Access Partner - ZSFGH
-  ECS: 2 Month Tenant Living Services
-  ECS: Mobile Access Point
-  ECS: SOMA Access Point
-  Housing Navigation: ECS Navigation

1 - 10 of 20 < >

Next

Select the drop down next to the program corresponding to the access point where you work.

Coordinated Entry Enrollment in ONE

- If any of the fields auto-populated from a previous enrollment, please confirm the information is still up to date.
- Complete all fields when possible. Try to avoid selecting "Data not collected" when possible.

The screenshot shows the 'Add program enrollment' form at step 3, 'Pablo Test entry screen'. The progress bar at the top indicates steps 1 (Select program), 2 (Record Current Living Situation), and 3 (Pablo Test entry screen). The main content area is titled 'New Client Program' with the subtitle 'Create client program for Pablo Test'. It contains several fields: 'Program Date *' with a date picker showing '08/12/2026' and a calendar icon; 'Translation Assistance Needed' with a dropdown menu set to 'No'; 'Last Permanent Zipcode' with an empty text field; and 'Quality of Zip Code' with a dropdown menu set to 'Full or Partial Zip Code Reported'.

The screenshot shows the 'Add program enrollment' form at step 5, 'Completed'. The progress bar at the top indicates steps 1 (Select program), 2 (Record Current Living Situation), 3 (Pablo Test entry screen), 4 (Include household members (optional)), and 5 (Completed). The main content area features a large green checkmark and the text 'Nice! You finished this task! Tap the Complete button below to continue.' Below this is a 'Task Summary' section with two items: 'Program Enrollment' and 'Current Living Situation recorded', both marked with green checkmarks. At the bottom right, there is a button labeled 'Complete' with a checkmark icon, which is highlighted by a red rectangle.



Current Living Situation Assessment

Current Living Situation Assessment

REQUIRED

- Used to regularly document the following:
 - The current living situation of people experiencing homelessness
 - Homeless chronicity
 - Risk of imminent homelessness
- Used to understand how many times a person is engaged with the HRS while experiencing homelessness
- For Coordinated Entry, record a CLS anytime any of the following occurs:
 - Project Start (enrollment into CE program)
 - A CE Assessment or CE Event is recorded
 - The household's living situation changes



Current Living Situation Assessment

You will be prompted to add a Current Living Situation while enrolling a client into the CE program.

Add program enrollment

1 Select program

2 Record Current Living Situation

Record Current Living Situation

Current Living Situation is required for this program at each client contact. Complete the initial assessment below.

Date of Contact *

08/12/2026

MM/DD/YYYY

Current Living Situation *

Select

Location Details

Save

3 Pablo Test entry screen

4 Include household members (optional)

5 Completed

 Bitfocus

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Current Living Situation Assessment

Living Situation verified by field should be the program that verified the person living situation.

Examples:

- Nav Center staff informed the AP that the household is staying the Nav Center. Verified by would be the appropriate Nav Center.
- The household self reported they are sleeping in their car. Verified by would be the AP program where the household was seen.

Program Assessment: Current Living Situation
Current Living Situation data collection for [REDACTED]

Date of Contact *

09/04/2026 

MM/DD/YYYY

Current Living Situation * 

Place not meant for habitation (e.g., a vehicle, an abandoned building, bus/train/subway ... ▾

Living Situation Verified By

Select option ▾

Location Details



Cancel Save

Current Living Situation Assessment

Add program enrollment

Select program

2 Record Current Living Situation

Record Current Living Situation

Current Living Situation is required for this program at each client contact. Complete the initial assessment below.

Date of Contact *

08/12/2026

MM/DD/YYYY

Current Living Situation *

Hospital or other residential non-psychiatric medical facility

Is client going to have to leave their current living situation within 14 days? *

Yes

Has a subsequent residence been identified? *

Select

Does individual or family have resources or support networks to obtain other permanent housing? *

Select

Has the client had a lease or ownership interest in a permanent housing unit in the last 60 days? *

Select

Additional questions may populate based on the client's responses.



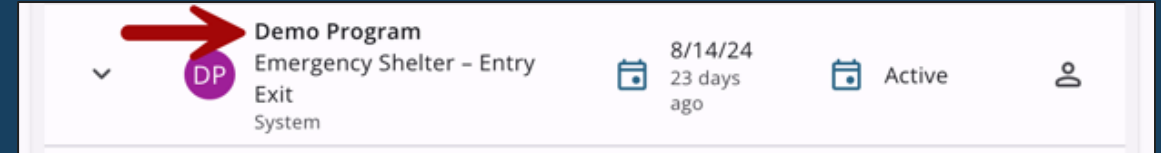
Services and Events

Problem Solving Services and Events

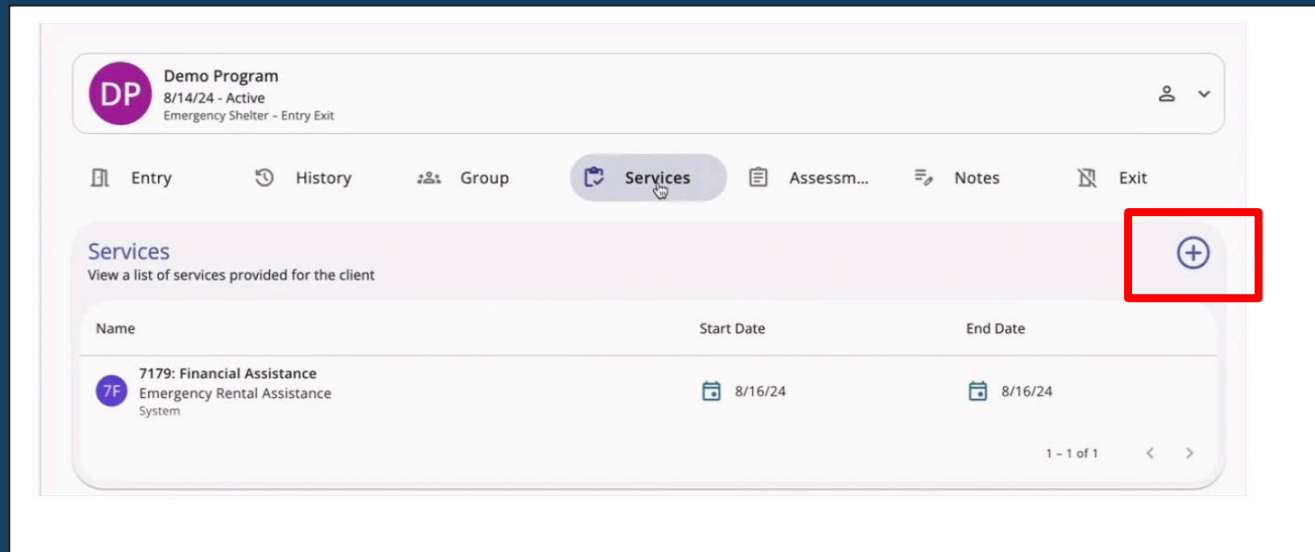
Problem Solving Services and Events	Where to find them?
Problem Solving Financial	Services Tab
Problem Solving Conversation	Events Tab
Housing Location Assistance	Events Tab
Problem Solving Travel and Relocation Support	Events Tab

How to enter services

Locate the enrollment in the client's **Programs** tab on the left sidebar. Click on the program to open the enrollment.



Within the enrollment, click the **Services** tab and then click the **Add (+)** icon. A list of service items will appear.



How to enter services

From the list of services, click the category of the service you want to record and then click **Next**.

The screenshot shows the 'Add a service item' form at step 1, 'Select a service'. The form has a purple header with the title and a close button. Below the header, a progress bar shows '1 Select a service'. The main content area is titled 'Available Services' and contains a list of services. A red arrow points to the 'Case Management' service item. At the bottom right, a red arrow points to the 'Next' button.

Name
ET Employment Training Services RHY Service
ER Emergency Rental Assistance Rental Assistance
CM Case Management Case Management
BT Bus Ticket Transportation

1 - 9 of 9 < >

Next

Then select the name of the service item you want to record.

The screenshot shows the 'Add a service item' form at step 2, 'Select a service item'. The form has a purple header with the title and a close button. Below the header, a progress bar shows '2 Select a service item'. The main content area is titled 'Available Service Items' and contains a list of service items. A red arrow points to the 'General Intake' service item. At the bottom right, a red arrow points to the 'Next' button.

Name
CR Case Review
GI General Intake
DA Documentation Assistance
HA Housing Application

1 - 4 of 4 < >

Back Next

How to enter services

Select the appropriate date, add a note, and finally click Save.

Add a service item

1 Select a service

2 Select a service item

3 Provide service

Provide service

Provide Background Check Complete from the Background Check Complete service

Date

Event Date *

08/21/2026

MM/DD/YYYY

Notes

Note

↩ ↪ B I 🔗 ⋮ ⋮

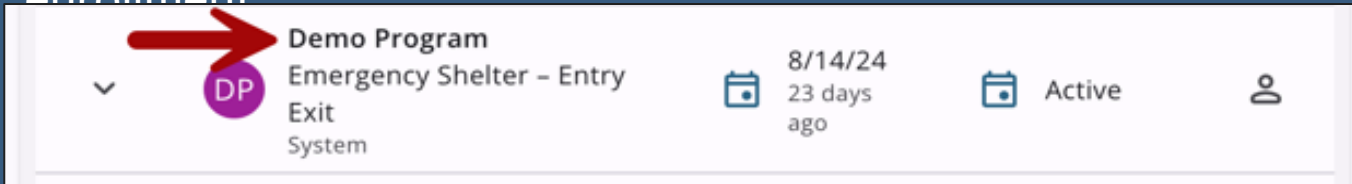
Cancel Save

Back

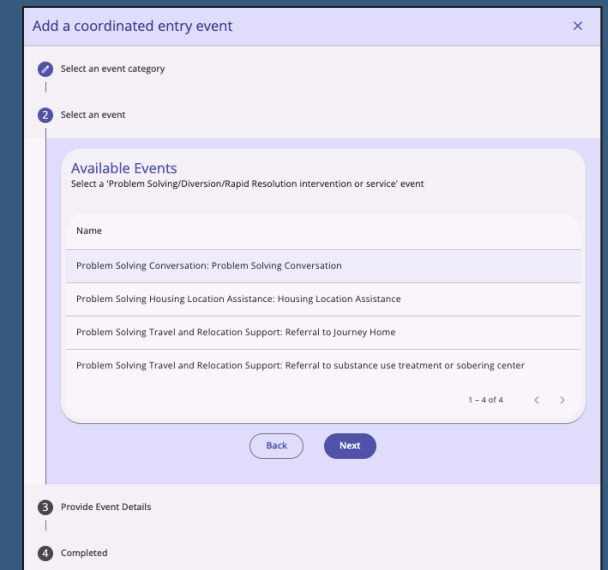
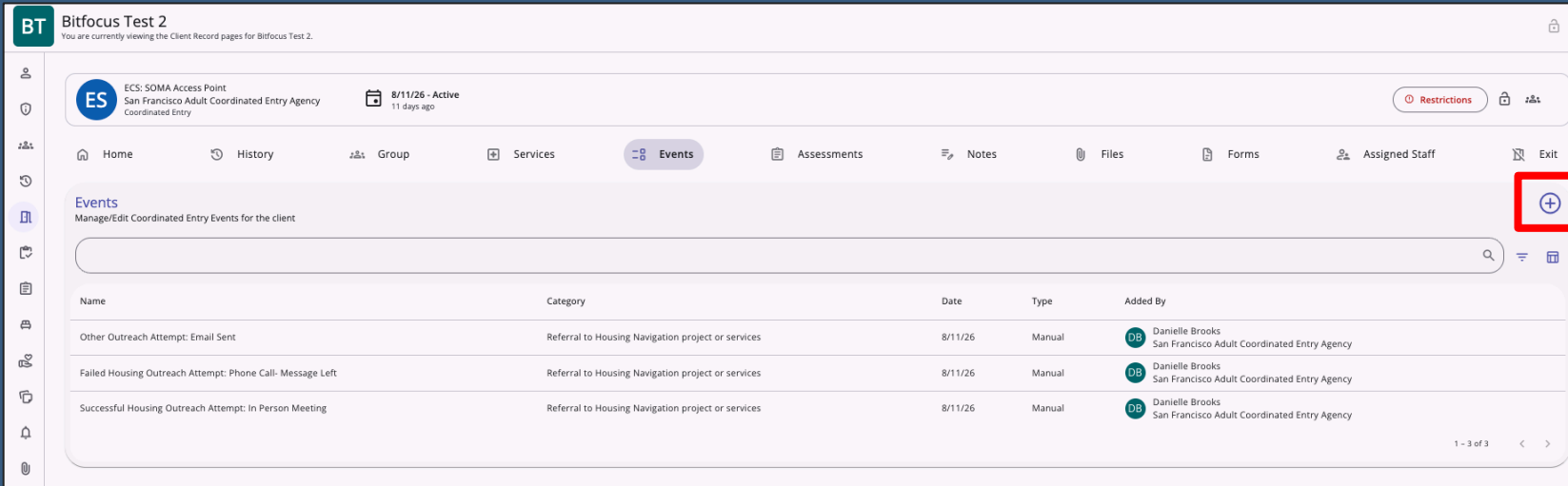
4 Completed

How to enter events

Locate the enrollment in the client's **Programs** tab on the left sidebar. Click on the program to open the enrollment

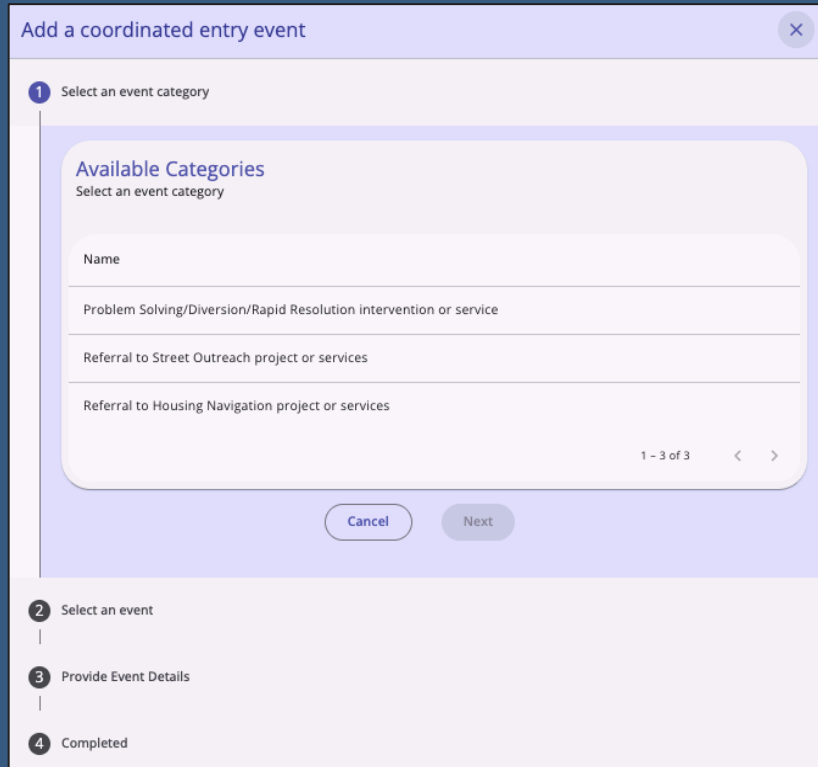


Within the enrollment, click the **Events** tab and then click the **Add (+)** icon. A list of available events will appear.



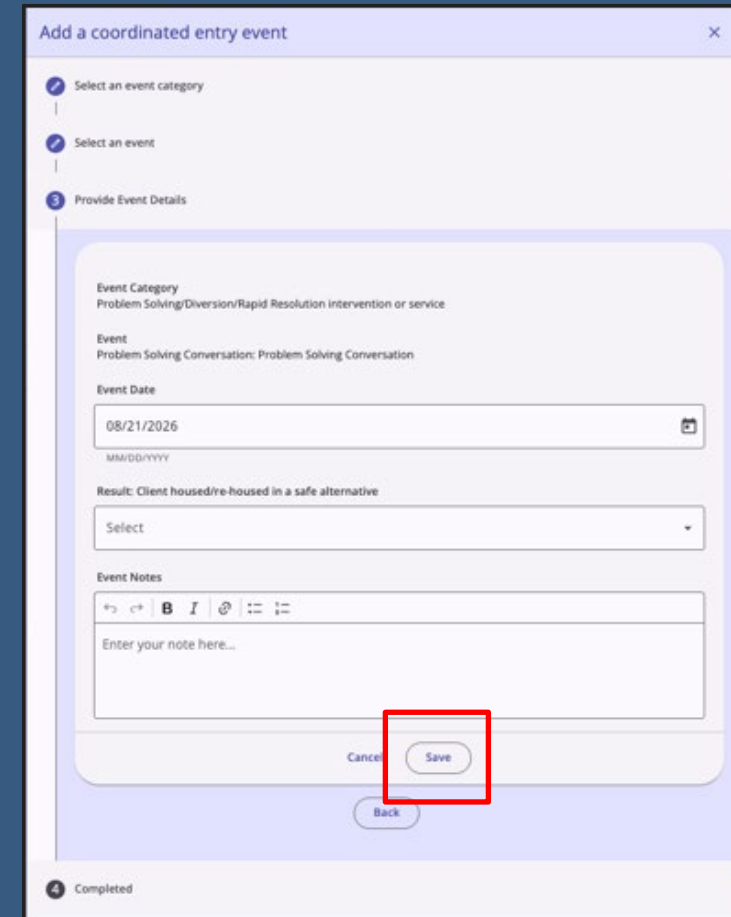
How to enter events

From the list of events, click the name of the event item you want to record and then click **Next**.

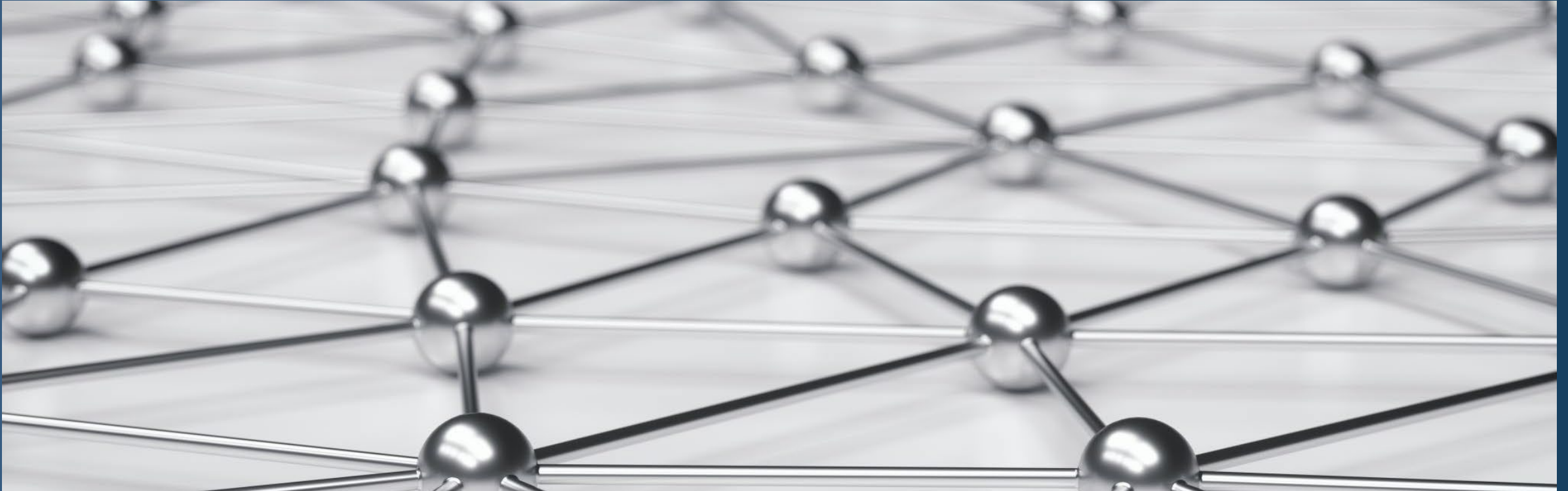


The screenshot shows the first step of a four-step process to add a coordinated entry event. The title is 'Add a coordinated entry event'. Step 1 is 'Select an event category'. Below this, there is a section titled 'Available Categories' with the instruction 'Select an event category'. It contains three text input fields with the following text: 'Name', 'Problem Solving/Diversion/Rapid Resolution intervention or service', 'Referral to Street Outreach project or services', and 'Referral to Housing Navigation project or services'. At the bottom right of this section is a pagination indicator '1 - 3 of 3' with left and right arrow icons. At the bottom of the form are two buttons: 'Cancel' and 'Next'. A progress indicator on the left shows four steps: '1 Select an event category' (active), '2 Select an event', '3 Provide Event Details', and '4 Completed'.

Fields will appear for you to complete. Click **Save** when you are finished entering all information.



The screenshot shows the third step of the process, 'Provide Event Details'. The title is 'Add a coordinated entry event'. The progress indicator on the left shows four steps: '1 Select an event category', '2 Select an event', '3 Provide Event Details' (active), and '4 Completed'. The form contains several fields: 'Event Category' with the value 'Problem Solving/Diversion/Rapid Resolution intervention or service', 'Event' with the value 'Problem Solving Conversation: Problem Solving Conversation', 'Event Date' with a date picker set to '08/21/2026' and a calendar icon, and 'Result: Client housed/re-housed in a safe alternative' with a dropdown menu showing 'Select'. Below these is a text area for 'Event Notes' with a rich text editor toolbar and the placeholder text 'Enter your note here...'. At the bottom are three buttons: 'Cancel', 'Save' (highlighted with a red box), and 'Back'.



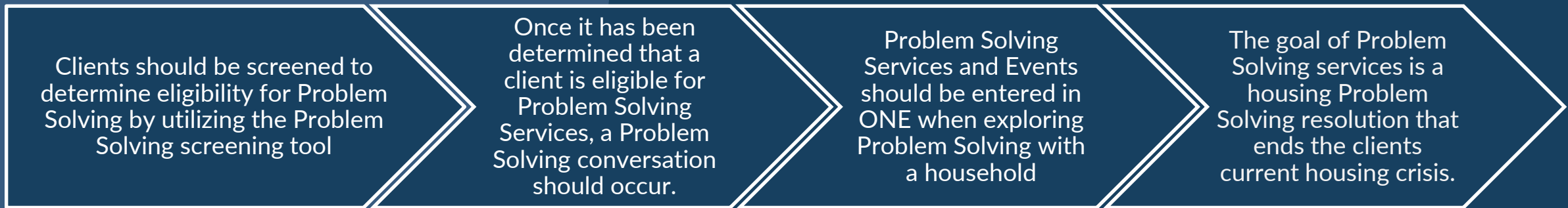
Problem Solving

Problem Solving

- Creative, strength-based conversations that explore and plan housing solutions **outside** of the Homelessness Response System
- Various categories of Problem Solving services
 - Problem Solving conversations
 - Housing location assistance
 - Travel and relocation support outside of San Francisco
 - Reunification, mediation, and conflict resolution
 - Financial assistance
- Problem Solving can be cyclical:
 - A household may explore Problem Solving multiple times before finding a sustainable solution
 - If unsuccessful, the household is given the housing prioritization assessment (CE primary assessment)



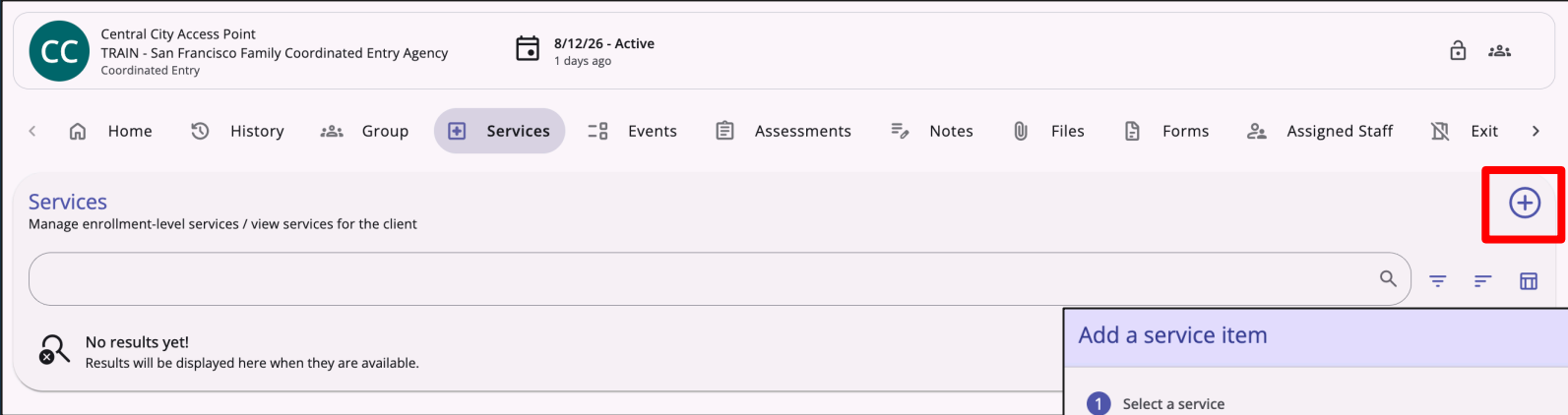
Problem Solving Services



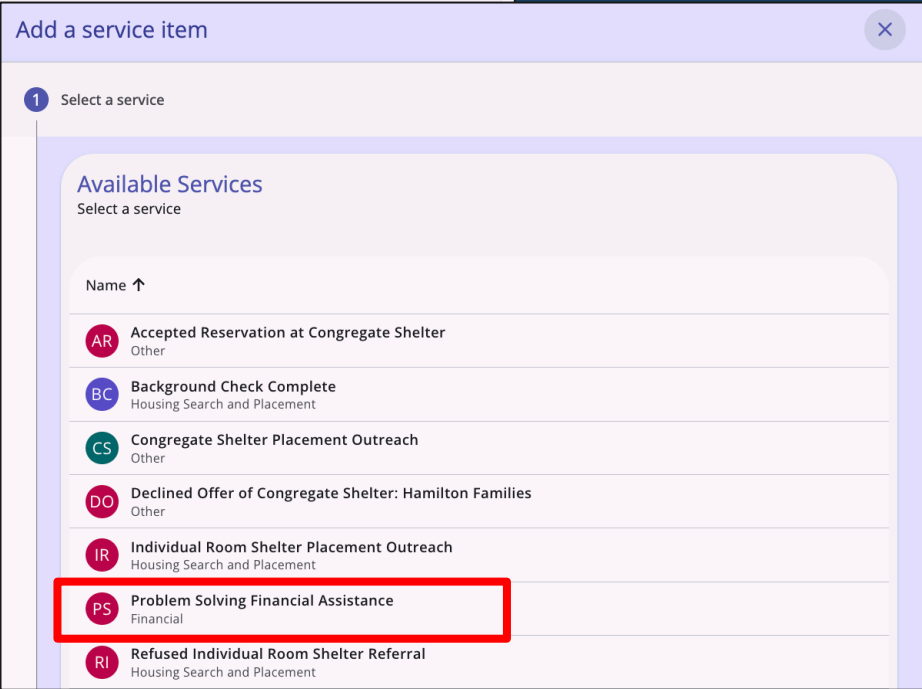
The narrative of the note should include details of the conversation with the household; including any Problem Solving solutions being explored.

More information on Problem Solving Training is located on the SF ONE System Support site at: onesf.bitfocus.com

Problem Solving Services



Problem Solving Financial services are captured within program enrollments.



Problem Solving Services



Remember!

If Problem Solving results in a Problem Solving resolution, you must:

1. Log the financial assistance as a *service*, and
2. Log the resolution as a conversation in the *events* tab.

Add a service item

✓ Select a service

✓ Select a service item

3 Provide service

Provide service

Provide Car repair, registration, smog tests, insurance, or payment, if reasonable and directly linked to housing resolution from the Problem Solving Financial Assistance service

Date

Event Date *

08/12/2026

MM/DD/YYYY

Expense

Expense Amount *

0.00

Expense Date *

08/12/2026

MM/DD/YYYY

Funding Source

General Fund

Add a coordinated entry event

✓ Select an event category

✓ Select an event

3 Provide Event Details

Event Category

Problem Solving/Diversion/Rapid Resolution intervention or service

Event

Problem Solving Conversation: Problem Solving Conversation

Event Date

08/12/2026

MM/DD/YYYY

Result: Client housed/re-housed in a safe alternative

Select

Outcome/Result

For Problem Solving Events:

If the result of Problem Solving event is “Client Housed/Re-housed in a Safe Alternative = Yes”, the household should be exited from PS/CE Program in ONE.

Add a coordinated entry event

Select an event category

Select an event

3 Provide Event Details

Event Category

Problem Solving/Diversion/Rapid Resolution intervention or service

Event

Problem Solving Conversation: Problem Solving Conversation

Event Date

08/12/2026

MM/DD/YYYY

Result: Client housed/re-housed in a safe alternative

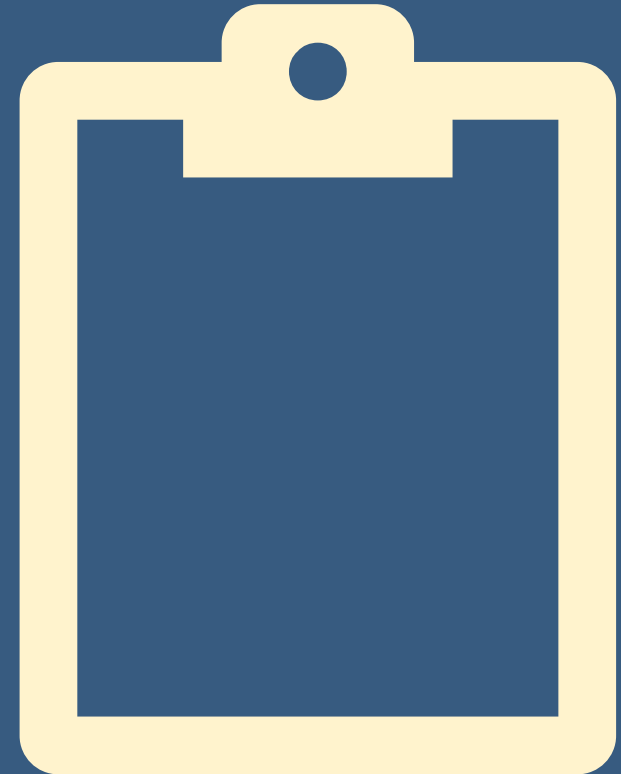
Select



Housing Primary Assessment

Housing Primary Assessment

- Evaluates a household's possible health vulnerabilities, housing barriers, and homelessness chronicity
- Determines prioritization for housing resources: Housing Referral Status vs. Problem Solving status
- Completed for households that did not resolve their homelessness via Problem Solving
- Does **NOT** guarantee eligibility for a housing resource
- Is not visible to all users to protect household's privacy



Housing Primary Assessment

- Prior to completing an assessment, you should check the household's history tab to see if they have already completed an assessment
- Assessment are valid for six months
 - Do not complete a new assessment (within the six months) unless the household has changed populations
 - If the household has been exited, you need to re-enroll them prior to completing the assessment

The screenshot displays the Bitfocus client profile for 'Pablo Test'. The left sidebar contains navigation links: Profile, Privacy, Household, History (highlighted with a red box), Programs, Services, and Assessments. The main content area shows the 'History' tab, which lists interactions with the client. A table with columns 'Activity', 'Start Date', 'End Date', and 'Details' is shown. The first row, 'Adult Primary CE Assessment', is highlighted with a red box. The second row, 'Current Living Situation', is also visible.

Activity	Start Date	End Date	Details
Adult Primary CE Assessment TRAIN - San Francisco Adult Coordinated Entry Agency This entry added by Ashley Wyant from primary agency System	-	8/12/26 Today	
Current Living Situation TRAIN - San Francisco Family Coordinated Entry Agency This entry added by Ashley Wyant from primary agency System	8/12/26 1 days ago	8/12/26 1 days ago	

Completing the Assessment in ONE

Profile

Privacy

Household

History

Programs

Services

Assessments

Units/Beds

Care Team

Notes

Program enrollments

Program enrollment history for Pablo Test

Program Name	Entry Date	Exit Date
CC Central City Access Point Coordinated Entry TRAIN - San Francisco Family Coordinated Entry Agency	8/12/26 1 days ago	
CG City Gardens - HUD PBV PH - Housing with Services (no disability required for entry) TRAIN - Abode Services	6/18/26 1 months 25 days ago	8/12/26 1 days ago
EM ECS: Mobile Access Point Coordinated Entry TRAIN - San Francisco Adult Coordinated Entry Agency	6/3/26 2 months 10 days ago	6/3/26 2 months 10 days ago



EM

ECS: Mobile Access Point
TRAIN - San Francisco Adult Coordinated Entry Agency
Coordinated Entry

6/3/26 - 6/3/26
2 months 10 days ago

Home

History

Group

Services

Events

Assessments

Notes

Files

Forms

Assigned Staff

Exit

Program assessments

ECS: Mobile Access Point assessment history for Pablo Test



Add a program assessment

1 Select an assessment

Available Assessments

Select an assessment to add to ECS: Mobile Access Point

Name

AP

Adult Primary CE Assessment

CH

Client Housing Refusal

JJ

Job Interest Questionnaire

PM

Pre Move-In (Housing Navigation) IHSP Assessment

PS

Problem Solving Screening Tool

Next



Completing the Assessment in ONE

Add a program assessment

Select an assessment

Pablo Test assessment

Program Assessment: Adult Primary CE Assessment

Adult Primary CE Assessment data collection for Pablo Test

Assessment Location *

3rd Street Youth Access Point

Assessment Date *

08/12/2026

MM/DD/YYYY

Assessment Type *

In person

Assessment type should always be in person

Assessment Level *

Housing Needs Assessment

Assessment level should be Housing Needs Assessment

Completing the Assessment in ONE

Adult Housing Assessment

1) Where did you stay last night? (Living situation, not geography) *

Place not meant for human habitation

1a) Have you resided in a shelter, safe haven, or place not meant for human habitation for the last 12 consecutive months?

No

2) In the place you are staying, are you experiencing physical or sexual violence? *

No

3) How long have you been homeless this time? *

Less than one year

4) Have you resided in a shelter, safe haven, or place not meant for human habitation for more than 12 months over the last 3 years (Does not need to be consecutive)? *

No

5) How long in total have you lived in an emergency shelter or place not meant for people to sleep, including today? (Over lifetime) *

Less than one year

6) How many times in the past three years have you lived in a shelter, outdoors, in a vehicle, or other place not meant for people to live? (each break in homelessness has to span at least 7 consecutive nights) *

Zero times

7) How old were you when you first experienced homelessness (living in shelter, outdoors, in a vehicle or other place not mean for people to live)? *

Less than 14

Complete the fields of the assessment being as thorough as possible (try to avoid using data not collected)

The Remaining Fields Are Used For Statistical Purposes (No Input Necessary)

Cancel

Save

Primary Assessment Facilitation Guide

- [Facilitation Guide](#)
- Helps to guide an assessor on how to conduct a Primary Assessment



Housing Referral Status

- The score of the assessment will populate once it has been saved. The score is used to determine if a household has Housing Referral Status.
- Tell households in real time if they have Housing Referral Status
 - Do not tell the household the score of the assessment
 - For households who are not Housing Referral Status for housing, please revisit Problem Solving

Assessment Score Summary

Adult Priority Score Summary

30 - LIVING SITUATION AND HOUSING HISTORY
9 - HEALTH STATUS AND HISTORY
6 - INCOME

45 - Adult Priority Pre-Screen Total

Community Queue Referrals

View a list of the community queue referrals for the client

No results yet!
Results will be displayed here when they are available.

Program Referrals

View a list of the program referrals for the client

Add Community Queue Referral

1 Select Queue(s)

Available Community Queues

Select the queue(s) to refer to

Available Queues

- ✓ Permanent Supportive Housing Queue
- CAAP PSH Queue
- Rapid Rehousing Queue

Next

2 Pablo Test referral

3 Completed

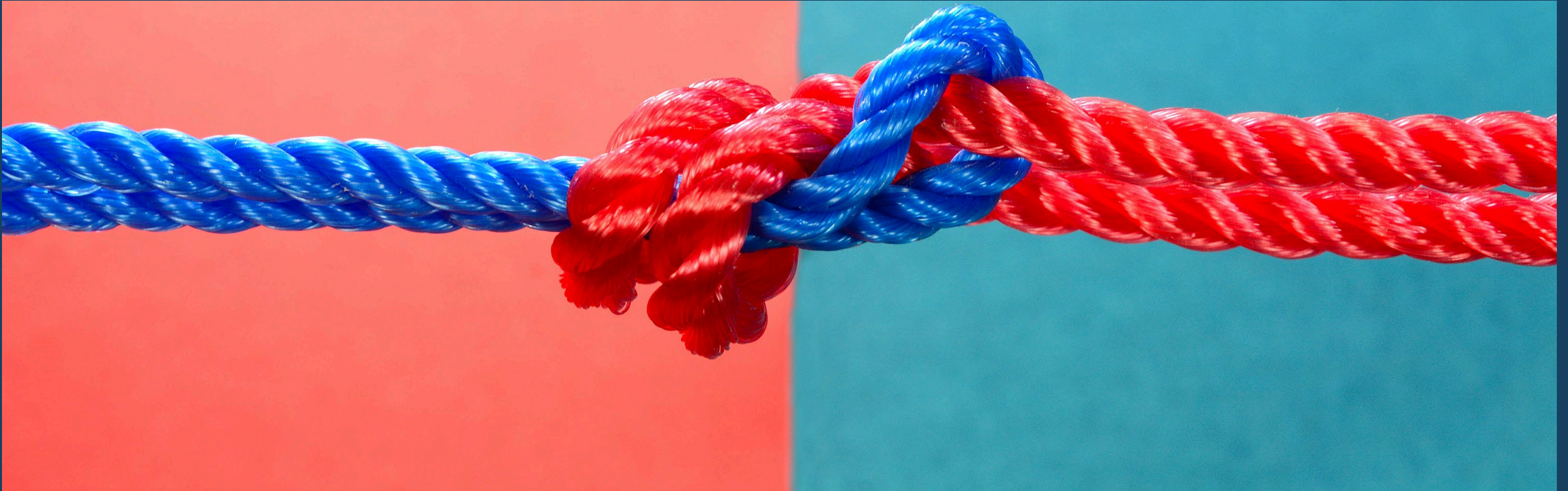
Housing Referral Status

For current Housing Referral Status criteria, please visit the Department of Homelessness and Supportive Housing – Coordinated Entry website, where the score thresholds are documented in regularly issued prioritization memos.



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

<https://hsh.sfgov.org/services/the-homelessness-response-system/coordinated-entry/>



Referrals and the Community Queue

Referrals to the Community Queue

- If the household has more than one assessment, the most recent assessment will default as the one on the queue (*this is only true if the assessments are the same population*)
- If the assessments are different, the original assessment needs to be removed from the queue and the new assessment will need to be referred

History
View a history of interactions with this client

Activity	Start Date	End Date	Details
 Referral: Permanent Supportive Housing Queue System referral to Community Queue	 8/12/26, 3:13 PM Today	 Pending	
 Adult Primary CE Assessment TRAIN - San Francisco Adult Coordinated Entry Agency This entry added by Ashley Wyant from primary agency System	 -	 8/12/26 Today	 

CQ Community Queue Referral  Pending
referral for Pablo Test

Referral
Edit referral details

Client
Pablo Test

Referred to
Permanent Supportive Housing Queue

Referring Agency
System

Referred Date
08/12/2026 3:13 PM

Days Pending

 Check-in

-  Reassign
-  Remove From Queue
-  Change Queue
-  View Audit Log
-  Delete

Remove from Queue

Reason for Removal *

Select a reason

Queue Removal Date *

___/___/___  Time 

 Cancel  Save

“Checking in” households

Checking in a household is one way to keep them active on the queue

History
View a history of interactions with this client

Search, Filter, and Calendar icons

Activity	Start Date	End Date	Details
 Referral: Permanent Supportive Housing Queue System referral to Community Queue	 8/12/26, 3:13 PM Today	 Pending	
 Adult Primary CE Assessment TRAIN - San Francisco Adult Coordinated Entry Agency This entry added by Ashley Wyant from primary agency System	 -	 8/12/26 Today	 

 **Community Queue Referral**
referral for Pablo Test

 Pending



Referral
Edit referral details

Client
Pablo Test

Referred to
Permanent Supportive Housing Queue

Remember...

You must complete the new
Current Living Situation
Assessment at every direct
contact with a household

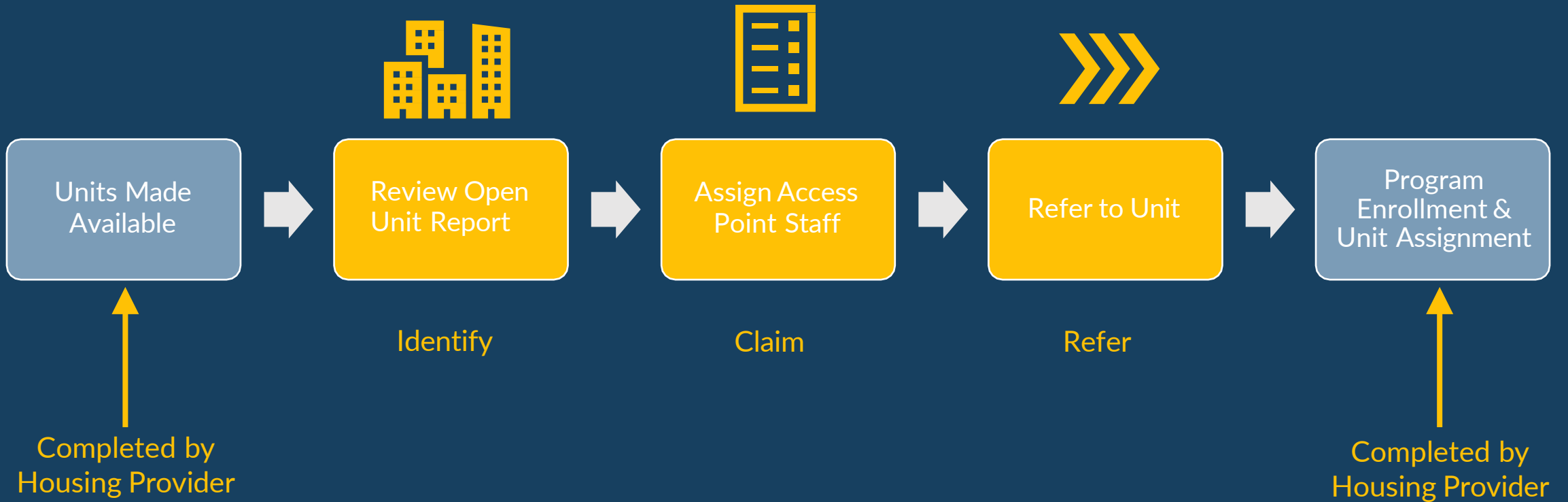




Unit Assignments

Rapid Rehousing and Permanent Supportive Housing

Workflow



Location of Open Units Reports

- The “Systemwide Openings Guide” is located under Referrals in the *Open Units* tab
 - Includes links to both the Family and Youth Open PSH Units reports
 - Reports for Flex Pool, RRH, and Shelter openings also linked
 - Reports are also located on the Data Analysis tab under “Coordinated Entry for Families” and “Coordinated Entry for Youth”

The screenshot displays the 'Referrals' interface for the San Francisco Youth Coordinated Entry Agency. The left sidebar contains a navigation menu with the following items: Incoming Referrals, Community Queue, Unit Queue, Outgoing Referrals, Availability, **Open Units** (highlighted), Analysis, Snoozed, and Dashboard. The main content area is titled 'Systemwide Openings Reports Guide (Training Version)'. It includes a note about the guide's purpose and a warning that direct clicks on report links may not work in some browsers, advising users to right-click and choose 'Open link in new tab'. The guide is organized into three sections: Adult Reports, Family Reports, and Youth Reports, each listing specific report types and their descriptions.

Referrals
Referrals for TRAIN - San Francisco Youth Coordinated Entry Agency

Systemwide Openings Reports Guide (Training Version)

Below is a guide and links to the current source of openings information by population. Reports are also located on the [Data Analysis](#) tab.

NOTE: Clicking directly on the report links may not work in some web browsers. A fail-safe strategy is to right-click on the links and choose "Open link in new tab".

Adult Reports

- [Adult Flex Pool & RRH Housing Program Openings](#) (live site version): Lists Flex Pool scattered site and RRH openings available for Adults
- [Adult Open PSH Units](#) (live site version): Lists site-based PSH units available for referral (or with a pending referral) by the Adult Navigation Teams (ECS, Dolores Street, Pretrial Diversion, and SF HOT)
- [HAT Open PSH Units](#) (live site version): Lists site-based PSH units available for referral (or with a pending referral) by the Housing Access Team (HAT) for CAAP clients
- [Temporary Shelter - Open Bed/Unit Report \(onesf-train\)](#): Lists unoccupied temporary shelter units/beds available for referral by HSH Guest Placement for adults and youth/TAY without children

Family Reports

- [Family Flex Pool & RRH Housing Program Openings](#) (live site version): Lists Flex Pool scattered site and RRH openings available for referral by the Family CE Access Points
- [Family Open PSH Units](#) (training site version): Lists site-based PSH units available for referral (and with a pending referral) by the Family CE Access Points
- [Family Open Shelter & Transitional Housing Units\(Train\)](#): Lists shelter and transitional housing units/beds available for referral (and with a pending referral) by the Family CE Access Points
- [Family Urgent Accommodation Voucher Openings](#) (live site): Lists Urgent Accommodation Voucher (UAV) openings available for referral by the Family CE Access Points

Youth Reports

- [Youth Flex Pool & RRH Housing Program Openings](#) (live site version): Lists Flex Pool scattered site and RRH openings (including reserved openings with a pending referral) available for referral by the Youth CE Access Points

Open PSH Units Reports

- Contains only site-based PSH units
- Review available units and attributes
- Can filter and sort to find units with specific attributes

Family Open PSH Units (DRAFT)									
Agency Name	Building Name	Program Name	Unit Name	Link to Unit Page	Unit Population - Size - Funding	Current Availability	Availability Date	Client Full Name	
Abode Services	City Gardens	City Gardens - Prop C	423	10188 ...	Family - 2BR - Prop C	Available	2024-01-29		
Abode Services	City Gardens	City Gardens - Prop C	526	10200 ...	Family - 2BR - Prop C	Available	2024-02-05		
Abode Services	City Gardens	City Gardens - Prop C	724	10221 ...	Family - 2BR - Prop C	Available	2024-01-30		
Bayview Hunters Point Foundation for Community Improvement	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	102	3745 ...	Family - 3BR-HUD PBV	Available	1985-01-06		
Bayview Hunters Point Foundation for Community Improvement	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	105	3729 ...	Family - 2BR-HUD PBV	Available	1985-01-06		
Bayview Hunters Point Foundation for	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	204	3775 ...	Family - 1BR-HUD PBV	Available	2023-06-12		

Youth Open PSH Units

Youth Open PSH Units

1h ago

Agency Name

Building Name

Current Availability

Referral Channel

Elevator

Wheelchair Accessible Building

is any value

is any value

is Available or Pending Occupancy

is any value

any value

any value

ADA Unit

Can unit be accessed without going up or down any steps?

Bathroom

Kitchen

Min Occupancy

Unit Population - Size - Funding

any value

any value

is any value

is any value

is any value

is any value

Youth Open PSH Units

AMI Charts available here: <https://onesf.bitfocus.com/ami-charts>

Agency Name	Building Name	Program Name	Unit Name	Link to Unit Page	Unit Population - Size - Funding	Current Availability	Current Availability Start Date	Client Full Name	Referral Channel	Access Point Status Respons for Filling Unit
-------------	---------------	--------------	-----------	-------------------	----------------------------------	----------------------	---------------------------------	------------------	------------------	--

Claiming Units

- Utilize Open Unit Reports to link directly to Unit Screen page
- Click on "Link to Unit Page" hyperlink
- In ONE System, must be switched into the agency where the unit is managed to claim a unit

Family Open PSH Units (DRAFT)						
	Agency Name ^	Building Name ^	Program Name ^	Unit Name ^	Link to Unit Page	Unit Population - Size - Funding
1	Abode Services	City Gardens	City Gardens - Prop C	423	10188	Family - 2BR - Prop C
2	Abode Services	City Gardens	City Gardens - Prop C	526	10200	Family - 2BR - Prop C
3	Abode Services	City Gardens	City Gardens - Prop C	724	10221	Family - 2BR - Prop C
4	Bayview Hunters Point Foundation for Community Improvement	Bayview Hill Gardens	Bayview Hill Gardens - HUD PBV	102	3745	Family - 3BR-HUD PBV

Claiming Units

- Select appropriate “Referral Channel”
- Add Access Point to “Access Point Staff Responsible for Filling Unit”
- Add "Initial Date Unit Assigned to Access Point Staff to Fill"
- Include additional notes (if helpful)

FIELDS BELOW FOR USE BY FAMILY & YOUTH ACCESS POINTS OR HSH STAFF COORDINATING TRANSFERS INTO FAMILY & YOUTH UNITS

Referral Channel Select

Access Point Staff Responsible for Filling Unit

Initial Date Unit Assigned to Access Point Staff to Fill

Most Recent Date Unit Re-Assigned to Access Point Staff to Fill

Additional Notes

SAVE CHANGES CANCEL

✓ Select

Family CE

Youth CE

Transfer from within Site-Based PSH

Transfer from Flexible Housing Subsidy Pool

Transfer from RRH

If Unit is Reassigned to a Different Access Point to Fill

- Update "Access Point Staff Responsible"
- Leave "Initial Date"
- Add "Most Recent Date Unit Re-Assigned to Access Point Staff to Fill"
- Include any helpful notes

FIELDS BELOW FOR USE BY FAMILY & YOUTH ACCESS POINTS OR HSH STAFF COORDINATING TRANSFERS INTO FAMILY & YOUTH UNITS

Referral Channel

Access Point Staff Responsible for Filling Unit

Initial Date Unit Assigned to Access Point Staff to Fill 

Most Recent Date Unit Re-Assigned to Access Point Staff to Fill 

Additional Notes

Referrals

- Navigate back to the *Referrals* section
- Click *Community Queue*

The screenshot shows the 'Referrals' section for the 'TRAIN - San Francisco Youth Coordinated Entry Agency'. The left sidebar contains a list of navigation items: Referrals (selected), Incoming Referrals, Community Queue, Unit Queue, Outgoing Referrals, Availability, and Open Units. The main content area is titled 'Incoming Referrals' and displays a message: 'View a list of the incoming referrals for TRAIN - San Francisco Youth Coordinated Entry Agency'. Below this, there is a filter dropdown set to 'Referral Status : 2 selected' and a message stating 'No results yet! Results will be displayed here when they are available.'

The screenshot shows the 'Community Queue' view within the 'Referrals' section. The left sidebar lists navigation items: Incoming Referrals, Community Queue (highlighted with a red box), Unit Queue, Outgoing Referrals, Availability, Open Units, Analysis, and Snoozed. The main content area is titled 'Community Queue' and displays a message: 'View a list of the community queue referrals for TRAIN - San Francisco Youth Coordinated Entry Agency'. Below this, there is a filter bar with tabs: CAAP PSH Queue (selected), Permanent Supportive Housing Queue, Rapid Rehousing Queue, Temporary Shelter Queue, and Transfer Queue (HSH Only). A search bar and filter icons are also present. At the bottom, a message states 'No results yet! Results will be displayed here when they are available.'

Selecting Clients

- Filtering options available to search for eligible clients by Agency and Program

Community Queue
View a list of the community queue referrals for System

CAAP PSH Queue ☒ Permanent Supportive Housing Queue Rapid Rehousing Queue Temporary Shelter Queue Transfer Queue (HSH Only)

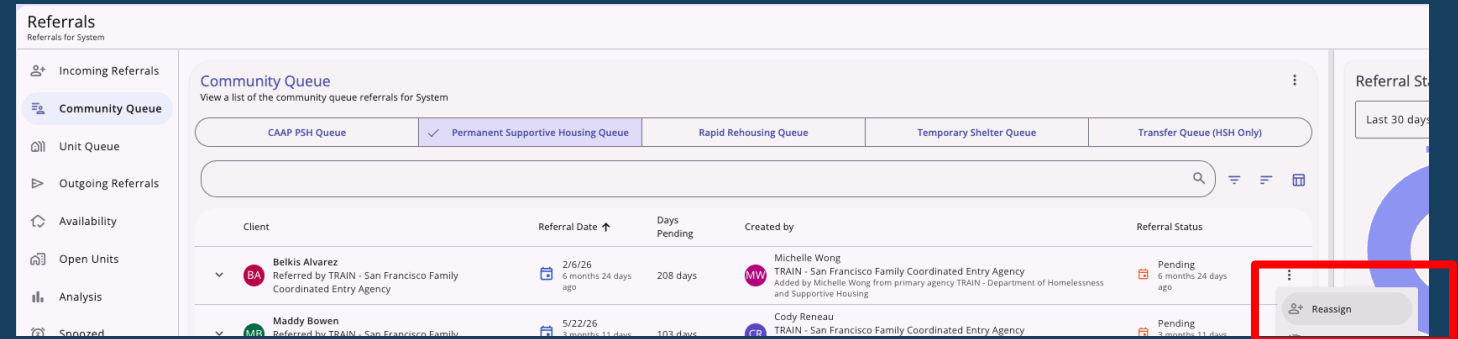
Search

Client	Referral Date ↑	Days Pending	Created by	Referral Status
▼ BA Belkis Alvarez Referred by TRAIN - San Francisco Family Coordinated Entry Agency	2/6/26 6 months 24 days ago	208 days	MW 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 24 days ago
▼ MB Maddy Bowen Referred by TRAIN - San Francisco Family Coordinated Entry Agency	5/22/26 3 months 11 days ago	103 days	CR Cody Reneau TRAIN - San Francisco Family Coordinated Entry Agency Added by Cody Reneau from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 3 months 11 days ago
▼ MF Mom FamilyTest Referred by TRAIN - San Francisco Family Coordinated Entry Agency	6/18/26 2 months 14 days ago	76 days	SP Swati Pande TRAIN - San Francisco Family Coordinated Entry Agency Added by Swati Pande from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 2 months 14 days ago
▼ DT Dad TestFamily Referred by TRAIN - San Francisco Family Coordinated Entry Agency	6/30/26 2 months 2 days ago	63 days	SP Swati Pande TRAIN - San Francisco Family Coordinated Entry Agency Added by Swati Pande from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 2 months 2 days ago
▼ EV Eugenia Valencia Referred by TRAIN - San Francisco Adult Coordinated Entry Agency	7/1/26 2 months 1 days ago	63 days	LA Lehua Asher TRAIN - San Francisco Adult Coordinated Entry Agency Added by Lehua Asher from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 2 months 1 days ago
▼ JD Jordan Davis Referred by TRAIN - San Francisco Adult Coordinated Entry Agency	8/18/26 15 days ago	15 days	HA Holly Aversano TRAIN - San Francisco Adult Coordinated Entry Agency Added by Holly Aversano from primary agency System	Pending 15 days ago
▼ JB John Brown Referred by TRAIN - San Francisco Youth Coordinated Entry Agency	8/24/26 9 days ago	9 days	PB Patrick Buckalew TRAIN - San Francisco Youth Coordinated Entry Agency Added by Patrick Buckalew from primary agency TRAIN - Department of Homelessness and Supportive Housing	Pending 9 days ago
▼ LC Lo California Referred by TRAIN - San Francisco Adult Coordinated Entry Agency	8/29/26 4 days ago	4 days	AA Admin Admin TRAIN - San Francisco Adult Coordinated Entry Agency Added by Admin Admin from primary agency System	Pending 4 days ago

Assessment Name
Assessment Processor
Eligible Clients
Eligible Clients: Agency
Eligible Clients: Program
Last Activity
Referral Date From
Referral Date To
Referral Status
Referred By Agency
Score Range
Tracked Characteristics

Reassigning a Client

1. Click the three dots next to client name
2. Select Reassign
3. Select the Active Agency (agency with the program you'd like to refer to)
4. Select the applicable program
5. Select the claimed unit under the *Available Units/Beds* dropdown
6. Click Save to make the referral



The screenshot shows the 'Reassign Referral' form. It is titled 'Reassign Referral' and 'Permanent Supportive Housing Queue'. The form contains the following fields:

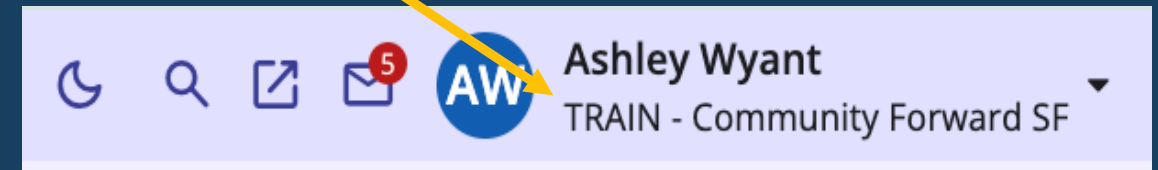
- Active Agency ***: A dropdown menu with 'TRAIN - Abode Services' selected.
- Reassignment Date ***: A date field showing '08/17/2026' and a time field showing '9:52 AM'.
- Program ***: A dropdown menu with 'Verona - GF' selected.
- Available Unit / Beds**: A dropdown menu with 'Select Unit/Bed' selected.
- Eligibility Override**: A toggle switch that is currently turned off.
- Required Documents**: A section indicating 'No required documents.'

At the bottom of the form are 'Cancel' and 'Save' buttons. A red box highlights the entire form area.

Rapid Rehousing and Flex Pool Slots

Select the agency for which you will be filling the program opening

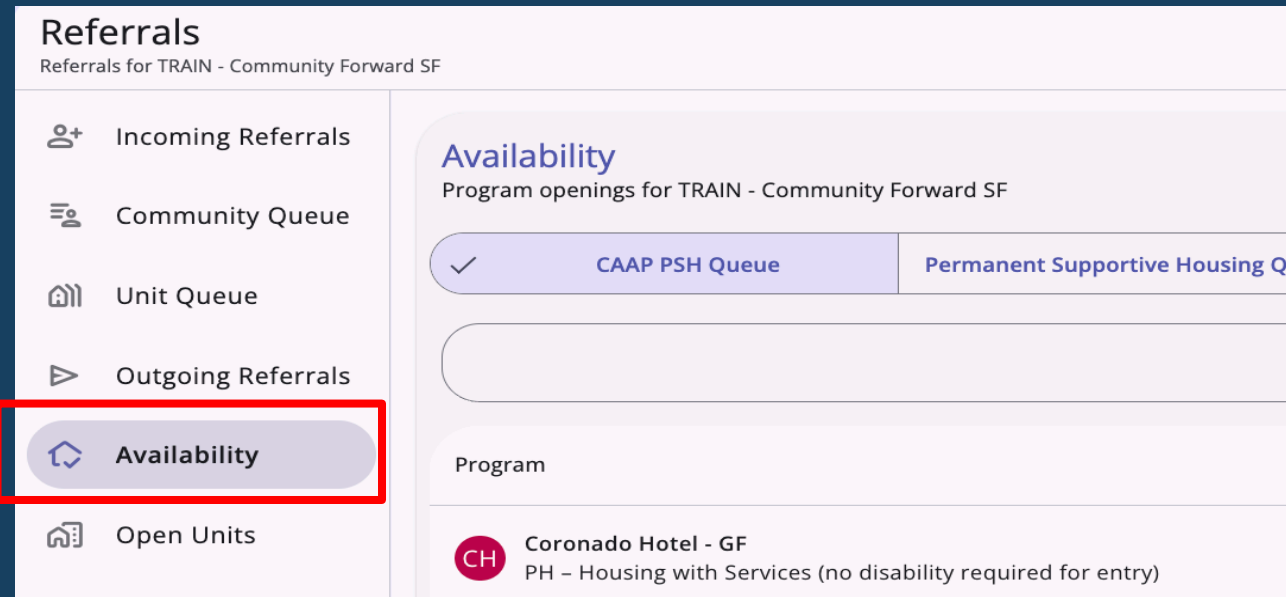
	Agency	Buildings/Slot
Flex	Community Forward SF	Ending trans homelessness
	Unity Care	Flex Pool Slot(s)
RRH	3rd st	3rd St RRH
	Five Keys Charter Schools and Programs	Rising Up Five Keys
	First Place for Youth	Rising Up First Place for Youth
	Larkin Youth Services	Rising Up Larkin
	Larkin Youth Services	Pathways I- requires employment at beginning
	Larkin Youth Services	Pathways II- requires employment at beginning



A horizontal header bar with a light purple background. It contains several navigation icons on the left: a circular arrow, a magnifying glass, a square with an arrow pointing out, and an envelope with a red circle containing the number '5'. To the right of these icons is a circular profile picture with the initials 'AW' in white. Further right is the user's name 'Ashley Wyant' in bold, followed by the text 'TRAIN - Community Forward SF' and a small downward-pointing triangle indicating a dropdown menu. A yellow arrow points from the text 'Select the agency for which you will be filling the program opening' to the 'AW' profile picture.

Rapid Rehousing and Flex Pool Slots

Select the **Availability** tab under Referrals.



The screenshot displays the 'Referrals' section of a software interface. The left sidebar contains a list of navigation items: 'Incoming Referrals', 'Community Queue', 'Unit Queue', 'Outgoing Referrals', 'Availability', and 'Open Units'. The 'Availability' item is highlighted with a red rectangular box. The main content area is titled 'Referrals' with a subtitle 'Referrals for TRAIN - Community Forward SF'. Below this, the 'Availability' tab is active, showing 'Program openings for TRAIN - Community Forward SF'. A table lists two programs: 'CAAP PSH Queue' (marked with a checkmark) and 'Permanent Supportive Housing Queue'. Below the table, there is a 'Program' section listing 'Coronado Hotel - GF' with a red circular icon containing 'CH', and 'PH - Housing with Services (no disability required for entry)'.

Referrals
Referrals for TRAIN - Community Forward SF

- Incoming Referrals
- Community Queue
- Unit Queue
- Outgoing Referrals
- Availability**
- Open Units

Availability
Program openings for TRAIN - Community Forward SF

✓	CAAP PSH Queue	Permanent Supportive Housing Queue
---	----------------	------------------------------------

Program

- CH** Coronado Hotel - GF
PH - Housing with Services (no disability required for entry)

Rapid Rehousing and Flex Pool Slots

Click the three dots next to program and select **View Openings**

Availability

Program openings for TRAIN - Abode Services

CAAP PSH Queue

Permanent Supportive Housing Queue

✓ Rapid Rehousing Queue

Temporary Shelter Queue

Transfer Queue (HSH Only)

Program	Availability	Openings	Community Queues
AS Abode Services-Rapid Rehousing-Prop C PH - Rapid Re-Housing	Limited	4	Rapid Rehousing Queue
AS Abode Services - CalWORKs - HSP PH - Rapid Re-Housing	Limited	7	Rapid Rehousing Queue
AS Abode Services - Shallow Subsidy Program - Adults - Prop C PH - Housing with Services (no disability required for entry)	Limited	6	Rapid Rehousing Queue Transfer Queue (HSH Only)
AS Abode Services - Large Vehicle Rapid Rehousing - Prop C PH - Rapid Re-Housing	Limited	15	Rapid Rehousing Queue

View Openings

Add Openings

View Audit Log

Click the available unit

Openings for Abode Services-Rapid Rehousing-Prop C

Last 30 days

Date	Availability	Note	Custom Fields
6/18/26	Available	Swati entered a note	Sub-Population: Veteran: No Sub-Population: Adult : No Sub-Population: Youth : No Sub-Population: Family: Yes Access Point Staff Responsible for Filling Opening (Field for AP use only): Swati
10/16/25	Reserved	This is a time-limited subsidy that gradually decreases as the household stabilizes and increases their income. Households reside in units on the private rental market and have access to supportive services, including case management and housing retention assistance.	Sub-Population: Veteran: No Sub-Population: Adult : No Sub-Population: Youth : No Sub-Population: Family: No

Rapid Rehousing and Flex Pool Slots

- Click the pencil icon to edit the program opening
- In the notes field add the name of your agency and your name

Edit Program Opening

Number of Openings
1

Date
06/18/2026

Note
Swati entered a note

Unit Number
No value

Sub-Population: Veteran
No

Sub-Population: Adult
No

Sub-Population: Youth
No

Sub-Population: Family
No

Access Point Staff Responsible for Filling Opening (Field for AP use only)
No value

 Edit

Edit Program Opening

Number of Openings *
1

Date *
06/18/2026

MM/DD/YYYY

Note
Swati entered a note

Unit Number

Sub-Population: Veteran
☐

Sub-Population: Adult
☐

Sub-Population: Youth
☐

Sub-Population: Family
☐

Access Point Staff Responsible for Filling Opening (Field for AP use only)

Cancel Save



Documenting Refusals

Documenting Refusals

Ensure a client is enrolled in a Youth CE program. On the client profile page, click the **Programs** tab.

PT Pablo Test
Expand this section to view more details about the client that this program enrollment is for.

Profile

Pablo Test
Client profile information

Social Security Number
***-**-3450

Quality of SSN
Full SSN Reported

First name
Pablo

Last name
Test

Middle name
No value

Suffix
No value

Quality of Name
Full name reported

Quality of DOB
Full DOB Reported

Date of Birth
07/10/1990

Age
36

Alias
142322,142322

What is the client's current gender identity?
Man (Boy, if child)

What is the appropriate pronoun to use when addressing the client?
He/him

Programs

Services

Assessments

Units/Beds

Care Team

Notes

Open the program then select the **Assessments** tab at the top

PT Pablo Test
Expand this section to view more details about the client that this program enrollment is for.

MA Mission Action Youth Access Point
TRAIN - San Francisco Youth Coordinated Entry Agency
8/14/26 - Active
1 days ago

Home History Group Services Events **Assessments** Notes Files Forms Assigned Staff Exit

Edit Client Program
Update client program for Pablo Test in Mission Action Youth Access Point

Program Date
08/14/2026

Translation Assistance Needed
No

Documenting Refusals cont .

Click the (+) icon to add a new assessment.

The screenshot displays the 'Mission Action Youth Access Point' interface. The top header includes the agency name, a date/status indicator (8/14/26 - Active, 1 days ago), and a navigation bar with icons for Home, History, Group, Services, Events, Assessments (highlighted), Notes, Files, Forms, Assigned Staff, and Exit. Below the navigation bar, the 'Program assessments' section shows the assessment history for 'Pablo Test'. A modal window titled 'Add a program assessment' is open, showing a list of 'Available Assessments'. The 'Client Housing Refusal' assessment is highlighted with a red box. A red box also highlights the '+' icon in the top right corner of the main interface. Another red box highlights the 'Next' button at the bottom of the modal. The modal also shows a progress indicator at the bottom with steps: 1. Select an assessment, 2. Pablo Test assessment, and 3. Completed.

Mission Action Youth Access Point
TRAIN - San Francisco Youth Coordinated Entry Agency
Coordinated Entry

8/14/26 - Active
1 days ago

Home History Group Services Events Assessments Notes Files Forms Assigned Staff Exit

Program assessments
Mission Action Youth Access Point assessment history for Pablo Test

Add a program assessment

1 Select an assessment

Available Assessments
Select an assessment to add to Mission Action Youth Access Point

Name

- CL Current Living Situation
- AP Adult Primary CE Assessment
- CH Client Housing Refusal
- JJ Job Interest Questionnaire
- PS Problem Solving Screening Tool

1 - 5 of 5

Next

2 Pablo Test assessment

3 Completed

Select the **Client Housing Refusal** assessment from the list and click Next to complete the assessment.

Refusal Notes

In the “Other: Please describe” section, add a note including any specified reasons. Once completed, click **SAVE**.

Type partial name to locate correct program in the dropdown list

Housing Program

Select option

Lower Polk TAY Navigation Center - HHAP+GF+ERAF

Reason for Refusal *

Prefer a different building, Other refusal reason

Other: Please describe

The household refused the Aarti referral due to not having access to their own kitchen and k

Cancel Save

Documenting Housing Refusals for Undocumented Youth

Select the Client Housing Refusal Assessment

Input “*Not documentation status ready*” as the note.

Type partial name to locate correct program in the dropdown list

Housing Program

Select option

Lower Polk TAY Navigation Center - HHAP+GF+ERAF

Reason for Refusal *

Other refusal reason

Other: Please describe

Not documentation status ready

Cancel Save

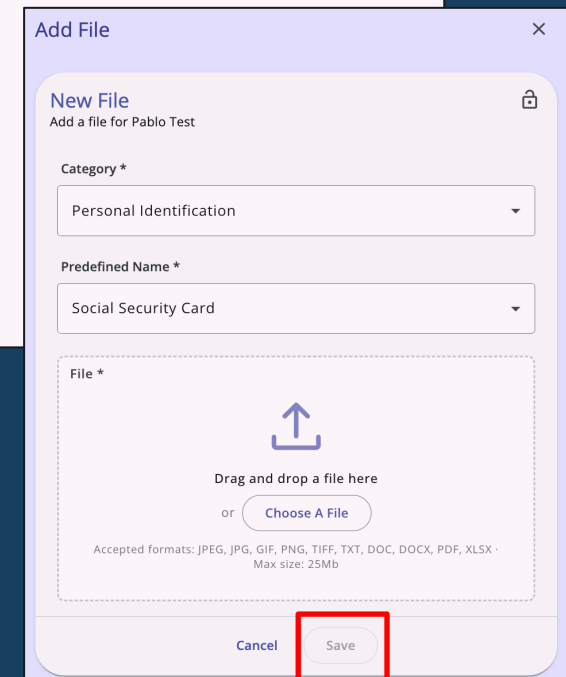
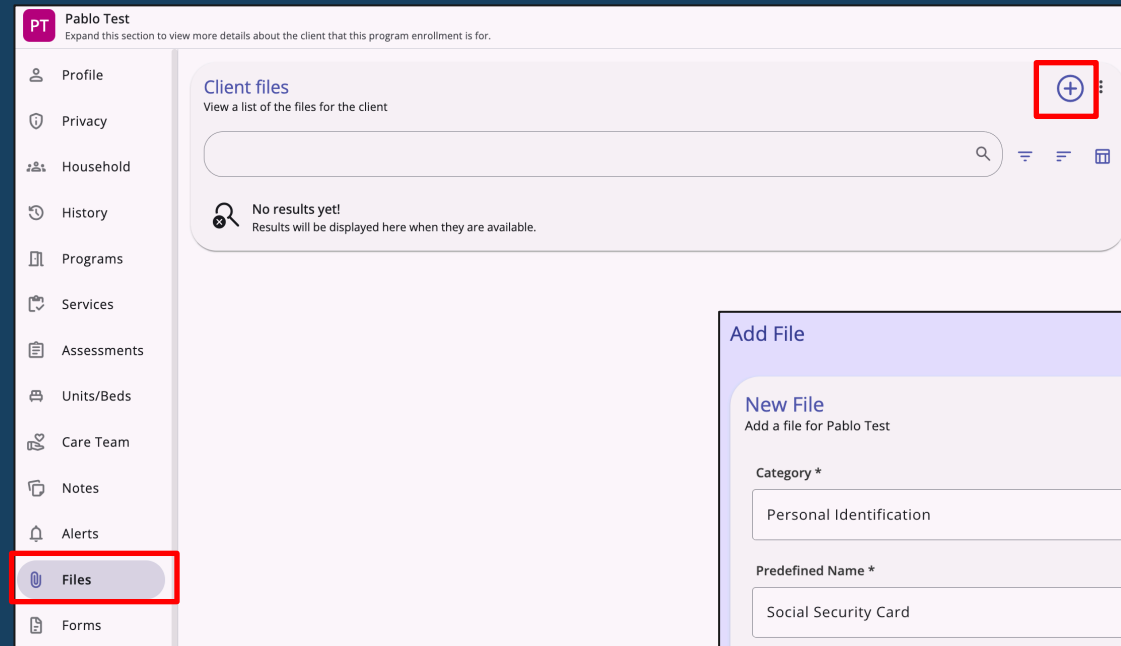


Uploading Documents

Uploading Documents into ONE



1. Click on Files tab in the left sidebar of a client profile.
2. Select the (+) icon.
3. Select a category and a predefined name from the drop downs.
4. Click 'Choose a File' and then choose the file from your computer to upload.
5. Click Save.





Exiting Clients

Exits

- Access Point staff are responsible for exiting households from the CE program
- Household should be exited from CE for the following reasons:
 - Successfully problem solved
 - Been housed by CE
 - Known to be housed
 - Deceased
 - Household is lost to follow up (90 days)
 - No longer experiencing homelessness in San Francisco
 - Declined three housing offers
 - Staff entering third refusal should exit household



Exits

Pablo Test
Expand this section to view more details about the client that this program enrollment is for.

Program enrollments
Program enrollment history for Pablo Test

Program Name	Entry Date	Exit Date	Created by
City Gardens - HUD PBV PH - Housing with Services (no disability required for entry) TRAIN - Abode Services	6/18/26 1 months 25 days ago	8/14/26 1 days from now	Paul Devencenzi TRAIN - Abode Services Added by Paul Devencenzi from primary agency System
ECS: Mobile Access Point Coordinated Entry TRAIN - San Francisco Adult Coordinated Entry Agency	6/3/26 2 months 10 days ago	6/3/26 2 months 10 days ago	Paul Devencenzi TRAIN - San Francisco Adult Coordinated Entry Agency Added by Paul Devencenzi from primary agency System

1

To exit a client from a program, click on the *Programs* tab on the client navigation menu, click on the program enrollment

ECS: Mobile Access Point
TRAIN - San Francisco Adult Coordinated Entry Agency
Coordinated Entry
6/3/26 - 6/3/26
2 months 10 days ago

Home History Group Services Events Assessments Notes Files Forms Assigned Staff **Exit**

Edit Client Program
Update client program for Pablo Test in ECS: Mobile Access Point

Program Date
06/03/2026

Translation Assistance Needed
No

Last Permanent Zipcode
No value

2

Click the *Exit* tab within the enrollment

Exits

3

From within the Exit tab, click the (+) icon.

The screenshot shows the client profile for Rosa Monroe. The 'Exit' tab is selected in the top navigation bar. Below the tab, there is a red box around a (+) icon. The main content area shows 'Program enrollment: Exit' and 'Exit Rosa Monroe from Demo A'. A message at the bottom states 'No results yet! Results will be displayed here when they are available.'

4

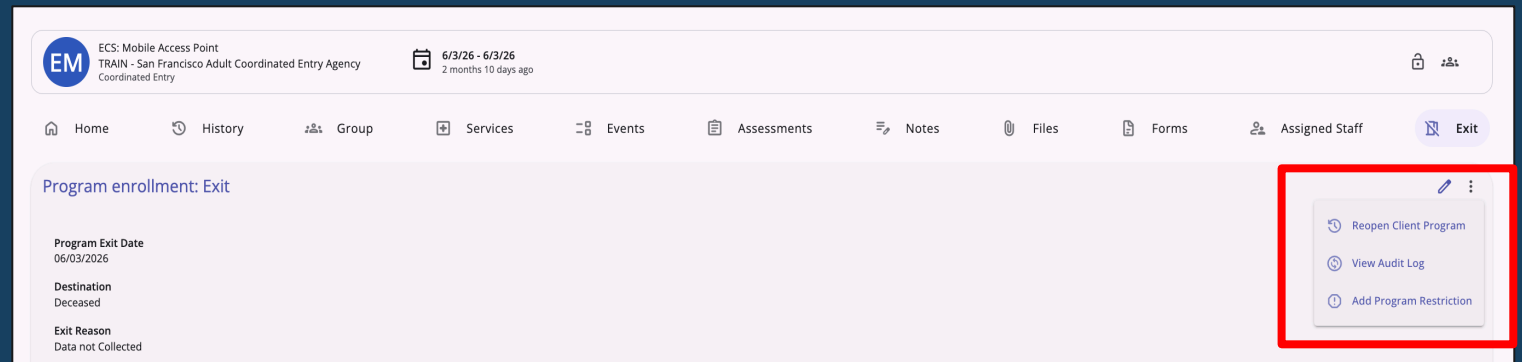
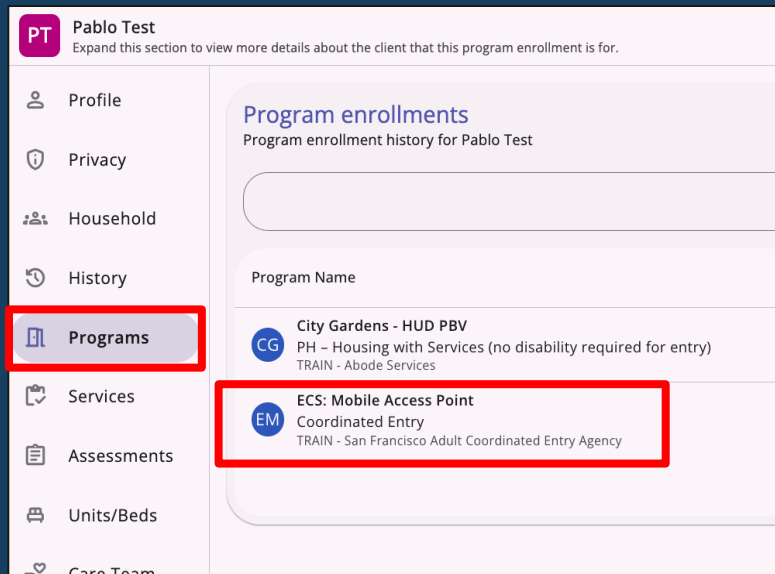
Complete the exit screen and then click *Save & Next*. Click *Complete* to finish the task.

The screenshot shows the 'Add an exit' form for Rosa Monroe. The form is titled 'Program enrollment: Exit' and 'Exit data collection for Rosa Monroe'. It contains fields for 'Program Exit Date' (09/05/2024), 'Destination' (Rental by client, no ongoing housing subsidy), and 'Disabling Condition' (No). At the bottom, there is a red box around the 'Save & Next' button.

Removing Exits

If a household has been auto-exited but re-engages prior to the 6-month expiration of their assessment, you will need to reactivate their program enrollment.

Click the three dots in the right corner of the Exit screen and selecting “Reopen Client Program” from the menu.



Auto -Exits

Auto-exits from Coordinated Entry programs may occur if:

- The household is permanently housed through CE.
- A household enrolled in the CE program has no activity in ONE for 90 days.
- An Exit Destination is marked as “Unknown”.

Auto -Exits from CE when Housed

The following events will trigger an auto-exit from CE Program:

- A staff member saves a value for the field Housing Move-In Date in an enrollment screen for any program enrollment with a permanent housing program type.
- A staff member saves a "housed" exit destination for any program exit screen.

Example 1

The household is referred to a PSH program.
The household is enrolled in the program with a move-in date of 7/30/26.

Auto-Exit from CE = YES

Example 2

The household informs their case manager they are going to live with their aunt in Oregon.

Auto-Exit from CE = NO

The household needs to be manually exited from CE.

Timelines/Thresholds in ONE

Functionality Name	Timeframes	What functionality does	What will keep the client active?
Auto Exits	90 Days	Clients will be automatically exited from a Coordinated Entry program enrollment after days of inactivity	Services and program level assessments
Inactive Referral Expiration Threshold	90 Days	Clients will be removed from the community queue after 90 days of inactivity	Referral activity, assessments, notes, "check-in", uploaded files location added
Community Referral Threshold	180 Days	If a client has been referred to a housing program and the referral sits pending for more than 180 days, the client will be sent back to the community queue	The provider needs to change the status of the referral from pending to pending in process
Assessment Expiration	6 Months	Length of time for validity of assessments	
Unreachable Clients	90 Days	If a client has been unreachable for 90 days, they should be removed from the community queue and exited from the Coordinated Entry program	

Community Queue Reinstatement Policy

ONE System Auto-exit Thresholds were established to better manage the list of Housing Referral Status households placed on the Community Queue. Housing Referral Status households are expected to engage in the housing navigation process towards housing placement into a permanent housing program. HSH and HSH providers are expected to support Housing Referral Status households throughout the navigation process and maintain participant engagement. See Engagement activities that prevent auto-exits from the Community Queue. Note, the threshold “clock” is reset when a referral returns to the Community Queue with any qualifying actions.

Per the CE Written Standards, “If a Housing Referral Status person experiences a 90-day period of no contact with CE, they will be (auto) exited from CE, exited from Housing Referral Status and will need to start again with Problem Solving to re-engage.”

This notice provides guidance for reinstating households who have auto-exited CE back to the Community Queue without starting again with Problem Solving or retaking the Housing Primary Assessment.

Criteria for Reassessment

Per the CE Written Standards, San Francisco Coordinated Entry Assessments are active for six (6) months from date of assessment for Adults and Youth; ninety (90) days for Families with Minor Children. People experiencing homelessness are not expected to conduct a new assessment simply due to a new symptom or a change in their household status. In the event a household experiences a change in household type (e.g., the addition of a new child, or departure of an adult) that household may be immediately reassessed. Problem Solving status households who believe their status does not reflect their current needs can pursue an Administrative Review.

Resources

ONESF Help Center Website

<https://onesf.bitfocus.com/coordinated-entry>

Bitfocus Helpdesk

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