



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Program Restrictions In ONE for Coordinated Entry Access Points

May 2026



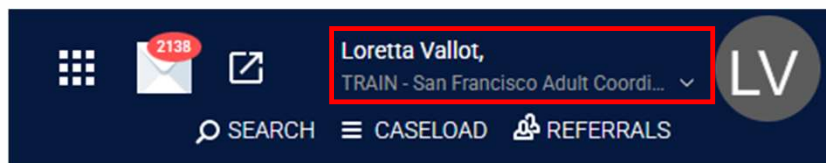
Overview

Program Restrictions provides a way for ONE System users to document when a client has been denied future services at one or more programs for a given period of time.

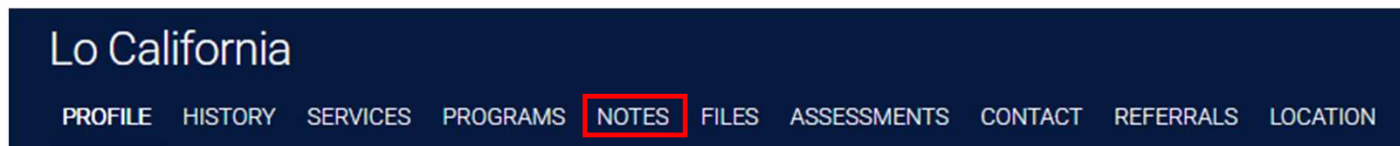
- Access Point staff can add, edit, or delete Program Restrictions for their program.
- Access Point users can view all client Program Restrictions, no matter which program(s) they apply to.

How to Add a Program Restriction Under the Notes Tab

1. Ensure you are under the relevant CE agency to document the Program Restriction.



2. To create a Program Restriction, click the **NOTES** tab under the client's name.





3. Scroll down to the **PROGRAM RESTRICTIONS** section and click **ADD RESTRICTION**.


The screenshot displays a software interface with three distinct sections, each with a dark blue header bar and a white content area. The top section is labeled 'CLIENT NOTES' and includes an 'ADD NOTE (+)' button. The middle section is labeled 'PUBLIC ALERTS' and includes an 'ADD ALERT (+)' button. The bottom section is labeled 'PROGRAM RESTRICTIONS' and includes an 'ADD RESTRICTION (+)' button, which is highlighted with a red rectangular border. Each content area contains a light blue 3D bar chart icon and the text 'No results found'.


4. The **PROGRAM RESTRICTIONS** screen appears.

PROGRAM RESTRICTIONS


Start Date  25

End Date  25

Program(s) 

Reason For Program Restriction 

Note



Private

Filling Out Program Restriction Screen

1. Enter a **Start Date** (required)
2. Enter an **End Date** (not required)
3. Select one or more Access Point **Program(s)** where Program Restriction has been received (required)
4. Select **“Coordinated Entry Code of Behavior”** for **Reason for Program Restriction** (required)
 - Scroll to the bottom to see the “Coordinated Entry Code of Behavior” restriction reason.

Coordinated Entry Code of Behavior.

5. Type the desired text in the **Note** field (not required)
6. Lastly, **ADD RECORD.**

DO NOT TOGGLE ON **“Private”**

PROGRAM RESTRICTIONS

Start Date

05/19/2026



End Date

08/19/2026



Program(s)

ECS: SOMA Access Point



Reason For Program Restriction

Coordinated Entry Code of Behavior.



Note

B *I*

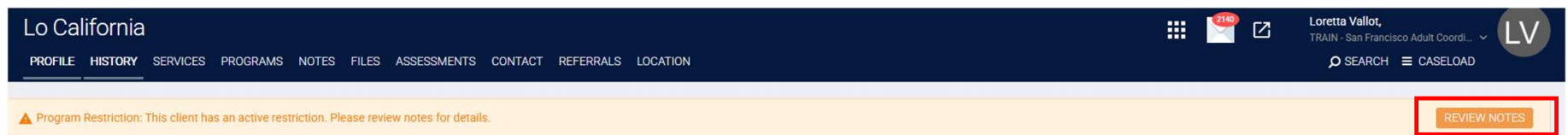
Private



ADD RECORD

CANCEL

Program Restriction Alert



The screenshot shows a user interface for a client profile. At the top left, the client name "Lo California" is displayed. Below it is a navigation menu with items: PROFILE, HISTORY, SERVICES, PROGRAMS, NOTES, FILES, ASSESSMENTS, CONTACT, REFERRALS, and LOCATION. On the right side of the header, there is a user profile for "Loretta Vallot, TRAIN - San Francisco Adult Coordi..." with a dropdown arrow and a circular avatar containing the initials "LV". There are also icons for a grid, a notification (with a red "2140" badge), and a share icon. Below the header, a yellow banner contains the text: "▲ Program Restriction: This client has an active restriction. Please review notes for details." To the right of this banner is a button labeled "REVIEW NOTES" which is highlighted with a red border.

- The Program Restriction Banner appears on the client's profile page when there is an active program restriction in place.
- To view details, click **REVIEW NOTES** and this will open the Program Restriction.