



## ONE System Data Entry Expectations for Adult & TAY Shelter Providers

The ONE System is San Francisco's Homeless Management Information System (HMIS). The table below describes data entry expectations for Adult & TAY Shelter providers. The ONE System's [Continuous Data Quality Improvement Expectations](#) require all data to be entered within three business days.

| Action                                                                                                                                    | When/How Often                                                                                     | Notes                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accept and enroll clients in program                                                                                                      | By end of day when intake is complete and client moves into bed/unit                               | Enroll household members together when applicable; ensure prior living situation is accurate.                                                                                                                      |
| Deny referrals for clients who no-show                                                                                                    | By end of the day referral is sent                                                                 |                                                                                                                                                                                                                    |
| Exit clients from program                                                                                                                 | By end of day when a client moves out of bed/unit                                                  | Enter accurate exit reason and destination; exit additional household members only if applicable.                                                                                                                  |
| Take beds/units <i>Offline</i> to reflect availability by adding an <i>Offline</i> status<br><br>Maintain unit/bed <i>Offline</i> details | By end of day when a bed/unit is not available for occupancy or the <i>Offline</i> reason changes. | Bed/unit can be taken 'Offline' at any time to reflect availability.<br><br>At non-congregate sites, bed/unit changes to 'Offline' automatically at guest exit and needs to be updated with actual offline reason. |
| Return <i>Offline</i> beds/units to <i>Available</i> by ending <i>Offline</i> status                                                      | Within 24 hrs of bed/unit being ready for new referral                                             |                                                                                                                                                                                                                    |
| Change unit/bed assignment if client moves                                                                                                | By end of day that client moves to new bed/unit within same program.                               |                                                                                                                                                                                                                    |
| Maintain <i>Pre Move-In (Housing Navigation) IHSP Assessments</i>                                                                         | Within 14 days of enrollment; update as changes occur.                                             |                                                                                                                                                                                                                    |
| Document case management services                                                                                                         | As they are provided or weekly.                                                                    |                                                                                                                                                                                                                    |
| Maintain client and household profile data and documents                                                                                  | When updated/missing information becomes available.                                                | Includes uploading critical documents as files (e.g., identity docs, housing applications).                                                                                                                        |
| Add new client ROI                                                                                                                        | When previous ROI expires (every 3 years).                                                         | Client "alert banner" and <a href="#">Client ROI Audit Report</a> supports monitoring.                                                                                                                             |



| Action                                                             | When/How Often                                    | Notes                                                                                                                                                                           |
|--------------------------------------------------------------------|---------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Record Denials of Service (DoS) as <i>Program Restrictions</i>     | By end of day when clients are exited due to DoS. | After exiting client, record <i>Program Restriction</i> on right-hand tab indicating denial reason and term of DoS. <i>Program Restrictions</i> also found on <i>Notes</i> tab. |
| Monitor client program enrollments to avoid concurrent enrollments | As new clients enroll in the program.             | A client should not have more than one enrollment to housing or shelter at a time. Reach out to PM for assistance.                                                              |

## Training Materials & Technical Resources

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Review [Temporary Shelter Training Documents](#) on [ONE System Help Site](#)

Contact the ONE System vendor (Bitfocus) Help Desk:

- Email [onesf@bitfocus.com](mailto:onesf@bitfocus.com)
- Call 415-429-4211: 5am to 5pm, M-F
- Click the “chat” button at bottom right in ONE or on [ONE System Help Site](#)

Attend virtual [ONE System office hours](#) held on the 4th Tuesday of the month from 2 - 3pm.

**Please contact your HSH Program Manager for non-technical questions or additional guidance.**

