



ONE System Data Entry Expectations for Flexible Housing Subsidy Pool Providers

The ONE System is San Francisco's Homeless Management Information System (HMIS). The table below describes data entry expectations for Flexible Housing Subsidy Pool providers. The ONE System's [Continuous Data Quality Improvement Expectations](#) require all data to be entered within three days. Please also refer to the [Scattered Site Housing Programs Engagement and Exit Policy](#) for more detailed guidance.

Action	When/How Often	Performed By	Notes
Post program openings	When ready for new referral (can be in anticipation of an exit)	Housing Location Provider	Access Point staff view openings on report and refer clients to openings
Accept referrals	Within 3 business days	Support Services Provider	Change referral status from <i>Pending</i> to <i>Pending In-Process</i>
Log outreach services (at the client-level)	First outreach attempt within 5 business days of referral	Support Services Provider	Include successful and unsuccessful attempts; can post Public Alert BOLO if unable to reach
Deny referrals and return clients to queue	Only if a household does not move forward with program enrollment	Support Services Provider	If unreachable for 60 days, despite 3 outreach attempts, deny the referral
Enroll households in program	When a household has completed intake (within 21 days of program referral)	Support Services Provider	Enroll all household members together; ensure prior living situation is accurate
Maintain <i>Pre Move-In (Housing Navigation) IHSP Assessments</i>	Within 30 days of enrollment; update as changes occur	Housing Location Provider	Only for Housing Search phase (<i>Housing Support Plan</i> used post move-in)
Log housing search services	As services are provided and information is gathered	Housing Location Provider	Log services (successful and unsuccessful)
Add move-in date and unit addresses	When household secures a unit	Housing Location Provider	In case of relocation, only change the address and not the date.
Log Housing Move-In Financial Support services	Only if a household receives financial move-in support	Housing Location Provider	Examples: money for security deposit, utilities, furniture, insurance



Action	When/How Often	Performed By	Notes
Document ongoing support services and referrals to resources	As services are provided and referrals are made	Support Services Provider	Log relevant services (successful and unsuccessful service attempts)
Maintain <i>Housing Support Plan</i> assessments	At program enrollment, then within 30 days of move-in. Update based on program engagement plan and household stability, but every 6 months at minimum if receiving case management	Support Services Provider	Can create a new plan if there are new goals or approaches (otherwise can update existing plan)
Log <i>Annual Assessments</i>	Annually (30 days before or after anniversary of program enrollment)	Support Services Provider	Fields will default to most recent data
Log <i>Status Update</i> assessments	If mid-year change in income or benefits	Support Services Provider	Fields will default to most recent data
Maintain client profile and household data	When updated/missing information is available	Support Services or Housing Location Provider	Includes adding files (e.g., identity docs); enroll/exit household members as needed
Add new client ROI	When previous ROI expires (every 3 years)	Support Services or Housing Location Provider	Client “alert banner” and Client ROI Audit Report supports monitoring
Log Eviction Activity services	If legal notice or unlawful detainer is served	Support Services or Housing Location Provider	
Exit client/household from program	When a client/household moves out of unit and ends program participation or returns to housing search	Support Services Provider	Enter accurate exit reason and destination; if client/household exiting unit and returning to housing search, then create a new enrollment



Training Materials & Technical Resources

Review [Scattered Site Training Documents](#) on the [ONE System Help Site](#) and the [ONE System Tasks for Flexible Housing Subsidy Pool](#) document, which provides a crosswalk of tasks with relevant training materials and “how to” guides.

Contact the ONE System vendor (Bitfocus) Help Desk:

- Email onesf@bitfocus.com
- Call 415-429-4211: 5am to 5pm, M-F
- Click the “chat” button at bottom right 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.

