



ONE System Data Entry Expectations for Scattered Site Housing Ladder Providers

The ONE System is San Francisco's Homeless Management Information System (HMIS). The table below describes data entry expectations for Scattered Site Housing Ladder 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	Notes
Post program opening	When ready for new referral (can be in anticipation of an exit)	Access Point staff view openings on report and refer clients to openings
Accept referrals	Within 3 business days	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	Include successful and unsuccessful attempts; can post Public Alert BOLO if unable to reach
Deny referrals and do not return client to the queue	Only if a household does not move forward with program enrollment	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)	Enroll all household members together; ensure prior living situation is accurate
<i>Maintain Pre Move-In (Housing Navigation) IHSP Assessments</i>	Within 30 days of enrollment; update as changes occur	Only for Housing Search phase (<i>Housing Support Plan</i> used post move-in)
Log housing search services (at the program-level)	As services are provided and information is gathered	Log services (successful and unsuccessful, including addresses for unit viewings)
Add move-in date and unit addresses	When household secures a unit	In case of relocation, only change the address and not date.
Log Housing Move-In Financial Support services (at the program-level)	Only if a household receives financial move-in support	Examples include money for security deposit, utilities, furniture, insurance
Document ongoing support services and referrals to resources (at the program level)	As services are provided and referrals are made	Log relevant services (successful and unsuccessful service attempts)



Action	When/How Often	Notes
Maintain <i>Housing Support Plan</i> assessments	Within 30 days of move-in; update based on program engagement plan and household stability, but every 6 months at minimum	Can create a new plan if there are new goals or approaches (otherwise can update existing plan)
Log <i>Annual Assessments</i>	Every year 30 days before or after anniversary of program enrollment	Fields will default to most recent data
Log <i>Status Update</i> assessments	If mid-year change in income or benefits	Fields will default to most recent data
Maintain client profile and household data	When updated/missing information is available	Includes adding files (e.g., identify docs); enroll/exit household members as needed
Add new client ROI	When previous ROI expires (every 3 years)	Client “alert banner” and Client ROI Audit Report supports monitoring
Log Eviction Activity services (at the program level)	If legal notice or unlawful detainer is served	Report any legal notices for nonpayment of rent or lease violations
Exit clients/household from program	When a client/household moves out of unit and ends program participation or returns to housing search	Ensure accuracy of exit reason and destination fields; 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 [Housing Ladder Frequently Asked Questions](#) document.

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.

