



ONE System Data Entry Expectations for Site-Based Permanent Supportive Housing (PSH) Providers

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

Action	When/How Often	Performed By	Notes
Make unit status <i>Available</i> (by ending <i>Offline</i> status)	When ready for new referral	Property Management	Access Point staff view units on reports and make referrals to <i>Available</i> units
Accept referrals	Within 3 business days	Property Management	Change referral status from <i>Pending</i> to <i>Pending In-Process</i>
Deny referrals and return client/HoH to queue	Only if a client/household does not move forward with housing application process and program enrollment	Property Management	Refer to the project's Resident Selection Plan, if applicable, for the timeline to deny unresponsive applicants
Enroll clients/households in program	3 business days from when a client/household moves into unit	Housing Case Management	Enroll all household members together; ensure prior living situation is accurate
Maintain accurate unit assignments	If current unit assignment becomes inaccurate	Property Management	Unit assignment may need to be updated at move-in (if referral was made to the wrong unit) or if a client/household moves into a different unit later on
Document ongoing support services and referrals to resources	If program is part of services pilot, then as services are provided and referrals are made, or at least monthly	Housing Case Management	NOTE: most site-based PSH programs are not currently part of the pilot cohort logging services in ONE
Log <i>Annual Assessments</i>	Annually (30 days before or after anniversary of program enrollment/move in)	Housing Case Management	Fields will default to most recent data
Log <i>Status Update</i> assessments	If mid-year change in income or benefits	Housing Case Management	Fields will default to most recent data
Maintain client profiles and household data	When updated/missing information is available	Housing Case Management	Includes adding files (e.g., identity docs); enroll/exit household members as needed



Action	When/How Often	Performed By	Notes
Add new client ROI	When previous ROI expires (every 3 years)	Housing Case Management (or Property Management if applicable)	Client “alert banner” and Client ROI Audit Report supports monitoring
Log Eviction Activity services/legal notices	If legal notice or unlawful detainer is served	Housing Case Management	Property Management notifies Case Managers of all legal notices issued
Exit clients/households from program	When a client/household moves out of unit (or just exits the subsidy program), within 3 business days.	Housing Case Management	Ensure accuracy of exit reason and destination fields. The end date may also be the date the client's eligibility or subsidy ends, even if they remain in the unit.
Maintain unit <i>Offline</i> details	At exit and whenever the unit <i>Offline</i> reason changes, within 3 business days.	Property Management	At exit, unit status automatically changes to <i>Offline</i> with “Auto Offline” reason; need to update reason to actual reason and add new <i>Offline</i> status as reason changes over time. Add detailed comments, especially if the amount of time for specific offline reason is exceeded (see chart within “Offline Reasons” section of the Site-Based PSH Housing Toolkit for details).

Training Materials & Technical Resources

Review [Site-Based PSH Training Documents](#) on the [ONE System Help Site](#). For step-by-step instructions, refer to the [Site-Based PSH Housing Toolkit](#).

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.

