



ONE System Data Entry Expectations for Site-Based Housing Ladder Providers

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

Action	When/How Often	Notes
Make unit status <i>Available</i> (by ending <i>Offline</i> status)	When ready for new referral (within 30 days of unit being available)	HSH staff refer clients to <i>Available</i> units. Corrective action letters will be sent for units offline 90+ day
Accept referrals	When a household moves in/sign the lease	Change referral status from <i>Pending</i> to <i>Pending In-Process</i>
Deny referrals and do not return client to the queue	Only if a household does not move forward with program enrollment	If client is not engaging, deny the referral
Enroll households in program	When a household has moved in/signed the lease	Enroll all household members together; ensure prior living situation is accurate
Document ongoing support services and referrals to resources	As services are provided and referrals are made	Log relevant services (successful and unsuccessful service attempts)
Log <i>Annual Assessments</i>	Annually (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	Ensure accuracy of exit reason and destination fields



Action	When/How Often	Notes
Maintain unit <i>Offline</i> details	At exit and whenever the unit <i>Offline</i> reason changes	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 if reason changes over time

Training Materials & Technical Resources

Review [Site-Based PSH 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.

