



## ONE System Data Entry Expectations for TAY Transitional Housing Providers

The ONE System is San Francisco’s Homeless Management Information System (HMIS). The table below describes data entry expectations for TAY Transitional Housing (both TLP and THP Plus) providers *under agreements put in place July 2026 or later*. 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/room status <i>Available</i> (by ending <i>Offline</i> status)	When ready for new referral, or unit will be automatically available 24hrs after guest exit	HSH Guest Placement then views “open units” report and refers clients to <i>Available</i> units/rooms
Acknowledge referrals	Within 24 hours of referral	Change referral status from <i>Pending</i> to <i>Pending In-Process</i>
If applicable, deny referrals and return clients to queue	Only if client won’t be moving into referred unit/room	When client won’t be enrolled in the program at all (e.g., no shows); referrals may also be denied in order to send another referral to a different unit/room
Enroll clients in program	By end of day when intake is complete and client moves into unit/room	For parenting TAY, enroll all household members together; ensure prior living situation is accurate
Document case management services	As they are provided or weekly	
Log <i>Annual Assessments</i>	Annually (30 days before or after anniversary of program enrollment)	Fields will default to last entered data (e.g., from enrollment or most recent status update or annual assessment)
Log <i>Status Update</i> assessments	As and when guest records change (e.g., major life event or income change); will populate <i>Annual Assessment</i>	Fields will default to last entered data (e.g., from enrollment or most recent status update or annual assessment)
Maintain unit/room assignment	By end of day IF client moves to unit/room within same program	
Maintain <i>Pre Move-In (Housing Navigation) IHSP Assessments</i>	Within 30 days of enrollment; update as changes occur	



Action	When/How Often	Notes
Maintain client and household profile data and documents	When updated/missing information becomes available	Includes uploading critical housing documents as files (e.g., identity docs, Income Verification, Universal Housing Application)
Add new client ROI	When previous ROI expires (every 3 years)	Client “alert banner” and <a href="#">Client ROI Audit Report</a> supports monitoring
Exit clients from program	By end of day when a client moves out of unit/room	Enter accurate exit reason and destination; for parenting TAY, exit household members as applicable
Maintain unit/room <i>Offline</i> details	At exit and whenever the unit/room <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 [TAY Transitional Housing 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.**

