



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

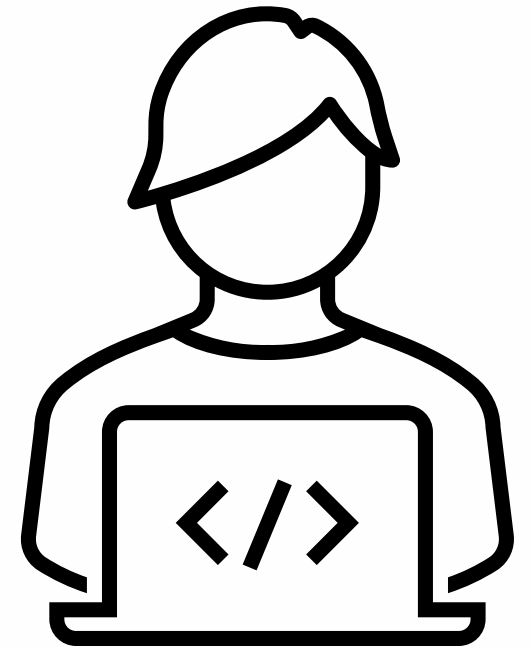
NEW ONE System Features: Attendance-Based Services and Service Monitoring Report

September 2025

Attendance-Based Services

- The Attendance-Based Services provides an alternative way to record, view, and manage attendance-based services for several clients at once.
 - Eliminates having to document program level services for each client.
 - Equivalent to *Support Groups to Maintain Housing Stability and Successful Tenancy* service

Use Case: 15 clients attend a support group to maintain housing stability and successful tenancy at *Site 24*. A provider can check in multiple clients to an event and an attendance-based service is logged for each client.



Implementation Timeline

- Services are live in the ONE System
- Services can be used to document group activities today

Services Monitoring Report

- The Services Monitoring Report was developed to align continuous quality improvement efforts and program monitoring needs with HSH priorities such as the Home By the Bay Strategic Plan and PSH Equity Analysis
- Uses a single filter to aggregate client data and generate 3 distinct “tiles” for services provided by each program
- Report contains links to each client’s profile to quickly update or correct the client’s service documentation

Standard Operating Procedure

- Monthly Review: Program Managers must review SMR data every month to ensure real-time accuracy and catch documentation gaps early.
- Monthly Pull Deadline: The full SMR data set must be pulled no later than the 30th of each month.
- Correction Deadline: All missing documentation entries identified in the monthly pull must be completed and entered into the ONE System by the 7th of the following month.

Implementation Timeline

- SMR report is live in the ONE System
- Program managers should plan to pull data by September 30, 2025
- Data in the ONE System should be updated by October 7, 2025

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