



ONE System Site-Based Services Monitoring Report

The Services Monitoring Report offers centralized, real-time data to confirm assessments, service documentation, and overall program compliance. The SMR should be used routinely to track service trends, ensure timely completion of Housing Support Plans, and identify documentation issues early.

Instructions

1. Log on to the ONE system.
2. Set Agency to the program's agency.
3. Click the launchpad (waffle) in the top right corner of the screen.
4. Select the icon titled, "Reports" in the drop-down menu.
5. Select "Data Analysis" tab on the left-hand side of the screen below Agency Name.
6. Click the down arrow on the right-hand side of the section titled "[Agency Name] Reports".
7. Select "Run" next to the "Services Monitoring Report - [Agency Name] Site-Based PSH".
8. Click the update button to show most accurate program data.
9. Correct client data entry errors by updating services in their profile. This can be achieved by selecting the hyperlink under "Link to ONE Profile" next to client's "Unique Identifier" in each tile.

When to Use

Monthly Review: Program staff must review SMR data at least 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 in the ONE System by the 7th of the following month.

Service Tiles and Usage

Tile 1: Clients Without Any Services Ever. Identifies clients missing service documentation or Housing Support Plans, of those with gaps in care coordination. Review each client's record and enter services provided or outreach attempts per HSH guidance.

Tile 2: Count of Services by Client Over the Last 3 Months. Identifies clients who receive regular support and clients with zero documented services in the past two months (highlighted in red). Review clients with zero counts of services (highlighted red) to assess if additional outreach or documentation is needed.

Tile 3: Individual Client Services. Identifies service data errors such as undocumented or duplicate service entries for each client. Correct any service entry errors and request that Bitfocus permanently remove duplicates from the ONE System.

