



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Scattered- Site Services Monitoring Report

October 2025



Background

- 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.

About the Scattered-Site Service Monitoring Report

- 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

- Bi-Weekly Review: Review SMR data at least every two weeks to ensure real-time accuracy and catch documentation gaps early.
- Monthly Pull Deadline: The full SMR data set must be run 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.

Implementation Timeline

- SMR report is live in the ONE System
- HSH will provide reminders and technical support with this process
- Program managers should plan to pull data by October 30, 2025
- Data in the ONE System should be updated by October 7, 2025