



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Site-Based PSH Services

June 2026

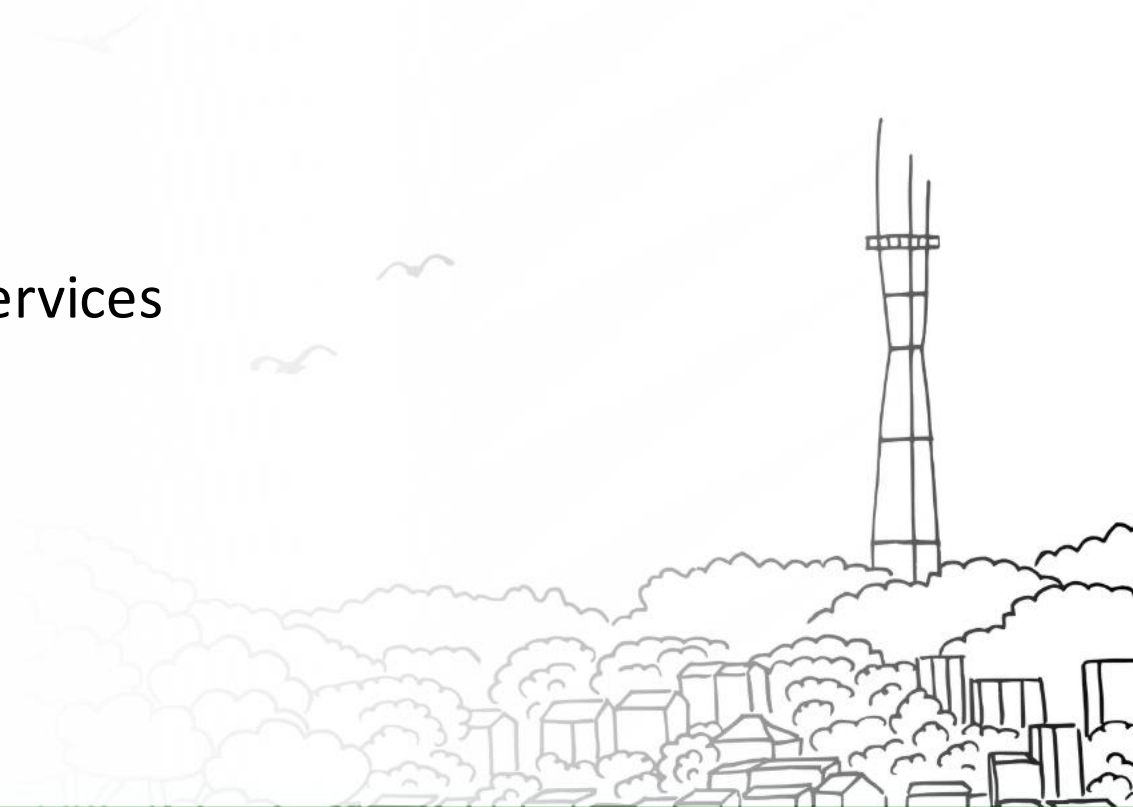




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Agenda

- Welcome, Background, Expectations
- Entering Housing Services
- Using Attendance Tool for Attendance-Based Services
- Creating Housing Support Plan
- Reviewing Services Monitoring Report
- Resources
- Questions



Background and Expectations

- The ONE System is the foundation for HSH's collective goals:
 - PSH Equity Analysis
 - Home by the Bay Strategic Plan
 - CalAIM service utilization tracking
- All services must be entered into the system within 3 days of being provided, as outlined in HSH's [Continuous Data Quality Improvement Policy](#)



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Housing Services



New Program Services Overview

Six new housing program services are available

• Services are a way to document activities such as:

- Case management
- Client engagement

• Services have the ability to:

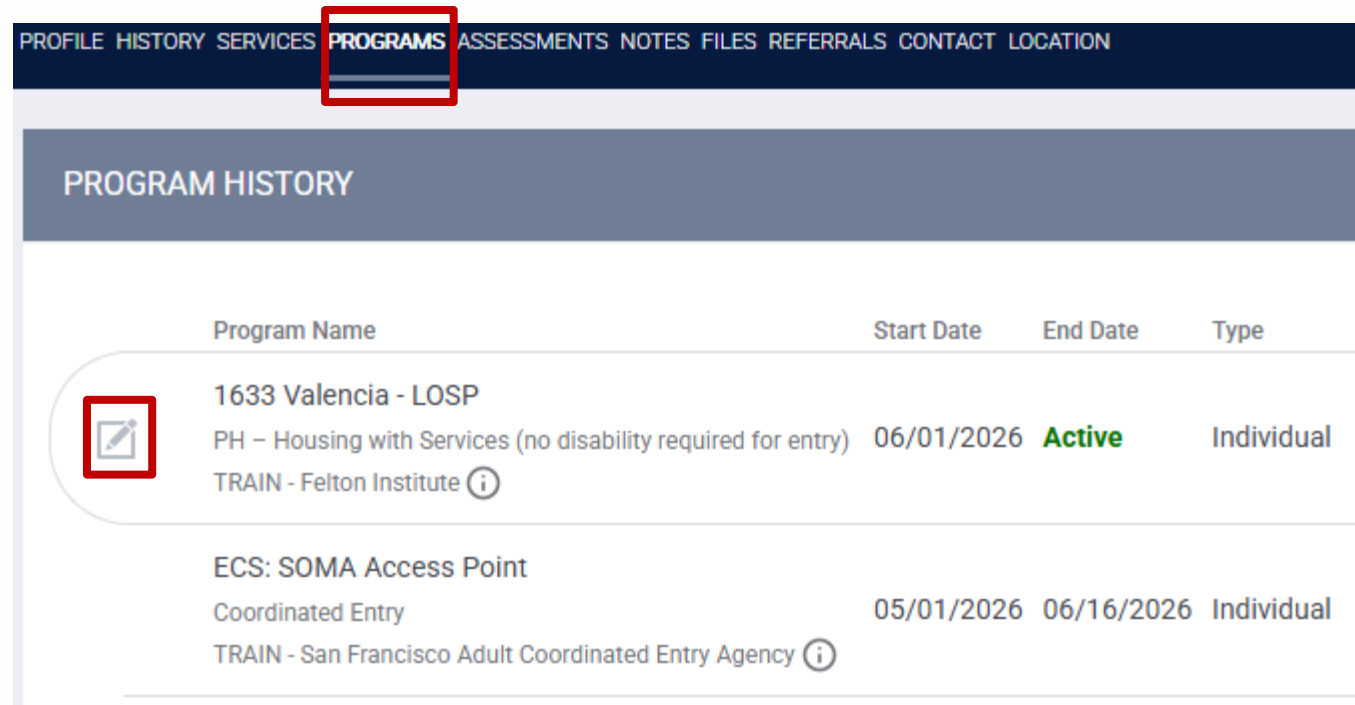
- Show a timeline of client activity in the program
- Report on Appendix A goals
- Bill for CalAIM services

PROGRAM: 1633 VALENCIA - LOSP

Enrollment	History	Provide Services	Assessments	Notes	Files	Units/Beds	Forms	× Exit	
Services									
1 Case Management								Case Management	▼
2 Coordination with Property Management								Case Management	▼
Eviction Activity								Other	▼
3 Housing Stability and Support								Case Management	▼
4 Outreach								Case Management	▼
5 Support Groups, Social Events, Organized Activities								Case Management	▼
6 Wellness and Safety Checks								Case Management	▼

Accessing Program Enrollments

- Click on the Programs tab from the client profile
- Click the pencil and paper icon next to active housing program from the Program History section



The screenshot shows a client profile page with a navigation bar at the top containing the following tabs: PROFILE, HISTORY, SERVICES, PROGRAMS, ASSESSMENTS, NOTES, FILES, REFERRALS, CONTACT, and LOCATION. The 'PROGRAMS' tab is highlighted with a red box. Below the navigation bar is a section titled 'PROGRAM HISTORY'. This section contains a table with the following columns: Program Name, Start Date, End Date, and Type. There are two program entries listed:

Program Name	Start Date	End Date	Type
1633 Valencia - LOSP PH – Housing with Services (no disability required for entry) TRAIN - Felton Institute ⓘ	06/01/2026	Active	Individual
ECS: SOMA Access Point Coordinated Entry TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ	05/01/2026	06/16/2026	Individual

A red box highlights a pencil and paper icon next to the first program entry.

Adding New Services

- Within the enrollment, click on the **Provide Services** Tab
- Select the service name on the left side of the screen to expand it to see the service items

PROGRAM: 1633 VALENCIA - LOSP

Enrollment History **Provide Services** Assessments Notes Files Units/Beds Forms × Exit

Services

Case Management	Case Management ▾
Coordination with Property Management	Case Management ▾
Eviction Activity	Other ▾
Housing Stability and Support	Case Management ▾
Outreach	Case Management ▾
Support Groups, Social Events, Organized Activities	Case Management ▾
Wellness and Safety Checks	Case Management ▾

Adding New Services

- Once you have expanded the service name you can select a service item
- Click on the service item and change **Event Date** to the date of the service
 - The date will default to today's date but should be changed
- Click **Submit** to save

Case Management Case Management ▾

Assistance to Obtain Identification/Documentation ^

Event Date: 06/22/2026 📅 25

Service Note :

B **I** **1=** **2=** **•=**

SUBMIT

Benefits Advocacy: Cash Aid, IHSS, Medi-Cal, and CalFresh ▾


Connection to Other External Resources (Write In) ▾

Viewing and Editing Existing Services

You can view all previous program services in the **History** tab within the program enrollment

- Click on the pencil and paper icon to edit
- Click **Save Changes**

HISTORY:EDIT

Service Name	Case Management
Service Item	Assistance to Obtain Identification/Documentation
Category	Case Management
Delivery Type	Single Event
Agency	TRAIN - Felton Institute (Entered by: Lehua Asher)
Expiry Warning	<input type="checkbox"/>
Event Date	06/19/2026 
Private	<input type="checkbox"/>



SAVE CHANGES **CANCEL**

PROFILE HISTORY SERVICES **PROGRAMS** ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION

PROGRAM: 1633 VALENCIA - LOSP

Enrollment **History** Provide Services Assessments Notes Files Units/Beds Forms × Exit

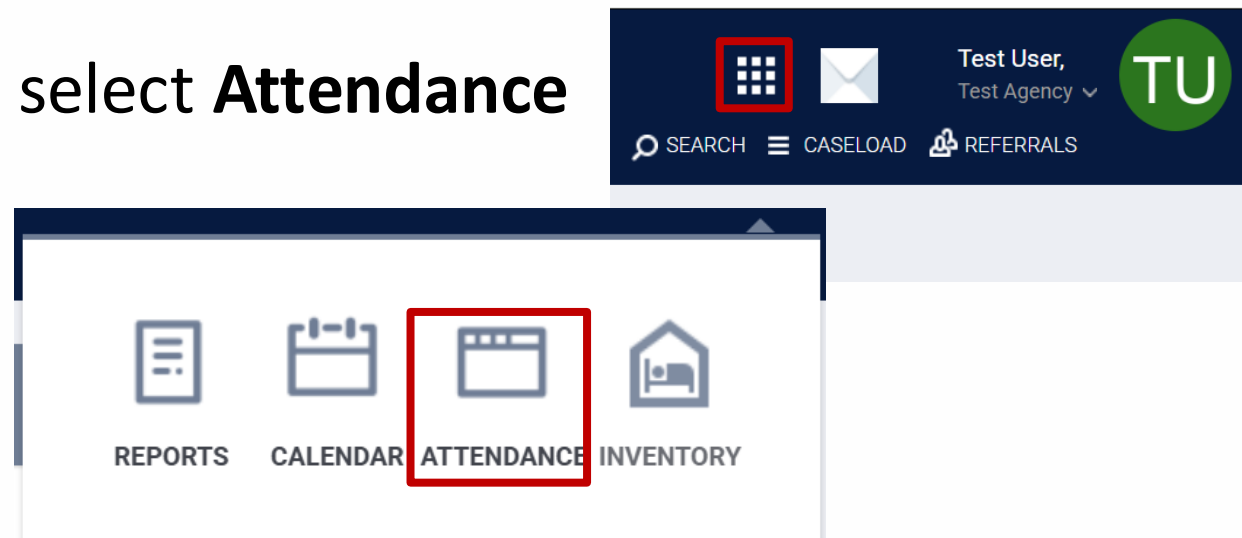
Program Service History [LINK FROM HISTORY](#)

Service Name	Start Date	End Date	
 Support Groups, Social Events, Organized Activitie... TRAIN - Felton Institute ⓘ	06/19/2026	06/22/2026	

Support Group Services Using Attendance Tool

Support Groups to Maintain Housing Stability and Successful Tenancy service can also be added for several clients at the same time using the Attendance Tool in ONE.

• From the launchpad select **Attendance**




Adding Attendance-Based Services

- Click the pencil icon next to the service item you are recording
- Change the date to the date of the group you are recording


SUPPORT GROUPS, SOCIAL EVENTS, ORGANIZED ACTIVITIES: COMMUNITY
EVENTS TO HELP MAINTAIN HOUSING STABILITY AND INCREASE COMMUNITY
ENGAGEMENT


Monday, June 22, 2026

Date 06/22/2026  Manual Scanned

In Attendance			Clients from last 3 Months	
Clients Name	Last 4 SSN	Time	Clients Name	Last 4 SSN


ATTENDANCE

Any category 

All Results 

Reservation

SEARCH

Service Name	Category
 Support Groups, Social Events, Organized Activities: Community Events to Help Maintain Housing Stability and Increase Community Engagement	Case Management
Support Groups, Social Events, Organized Activities: Other	Case Management
Support Groups, Social Events, Organized Activities: Support Groups to Maintain Housing Stability and Successful Tenancy	Case Management
Support Groups, Social Events, Organized Activities: Tenant Meeting to Address Building Concerns and Program Ideas	Case Management

Adding Attendance-Based Services

• Type the client's name, UID, DOB, last 4 SSN in the Client Search bar then click "+" to add them

• They will then appear on the **In Attendance** and **Clients from last 3 Months** panels

The screenshot shows a software interface for managing attendance. At the top, there is a header with the text: "SUPPORT GROUPS, SOCIAL EVENTS, ORGANIZED ACTIVITIES: COMMUNITY EVENTS TO HELP MAINTAIN HOUSING STABILITY AND INCREASE COMMUNITY ENGAGEMENT". Below this, the date "Monday, June 22, 2026" is displayed. There are two tabs: "Date 06/22/2026" and "Manual Scanned". The main area is divided into two panels: "In Attendance" and "Clients from last 3 Months". On the right side, there is a "Client Search" box with a "SEARCH" button and a table with columns for "Clients Name", "Date of Birth", and "Last SSN". A row in the table shows "Maya West", "08/17/2002", and "9999" with an "Add" button.

Clients Name	Date of Birth	Last SSN	
Maya West	08/17/2002	9999	+ Add

This block shows a detailed view of the two panels mentioned in the text. The "In Attendance" panel has a table with columns for "Clients Name", "Last 4 SSN", and "Time". The "Clients from last 3 Months" panel has a table with columns for "Clients Name" and "Last 4 SSN", and an "Add" button.

Clients Name	Last 4 SSN	Time
West, Maya	9999	11:48 AM

Clients Name	Last 4 SSN	
West, Maya	9999	Add



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Housing Support Plan




Housing Support Plan (HSP)

- HSH's standardized care plan which incorporates S.M.A.R.T. goals and client-centered strategies to help clients maintain housing stability and retention after permanent housing placement
- Improves client outcomes by centralizing client care so all providers share the same understanding of needs, goals, and progress
- Supports performance measurement by showcasing progress and impact towards HSH's strategic plan
- For more detailed information, see slides and video on <https://onesf.bitfocus.com/housing>

Creating Housing Support Plan Assessment

- Select the housing program from the Programs tab on the client profile
- Click on the pencil and paper icon next to the program name

Program Name	Start Date	End Date	Type
 1633 Valencia - LOSP PH - Housing with Services (no disability required for entry) TRAIN - Felton Institute ⓘ	06/01/2026	Active	Individual

Assessments	LINK FROM ASSESSMENTS
Status Update Assessment	START
Annual Assessment	START
Housing Support Plan	START

- Click Assessments within the program enrollment
- Click Start to begin the **Housing Support Plan** assessment



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Services Monitoring Report

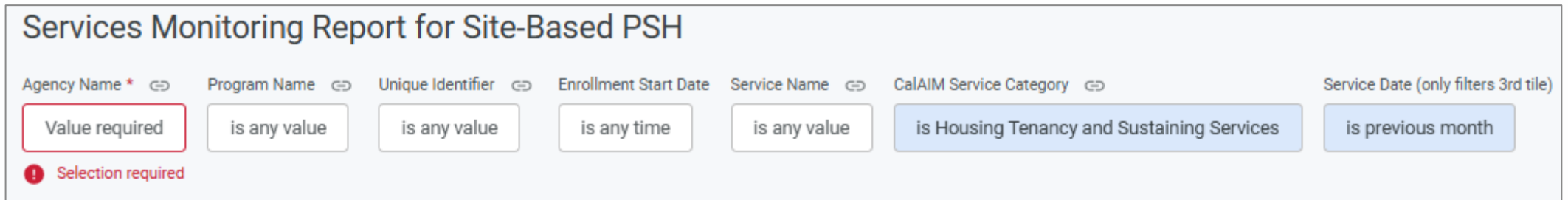


Services Monitoring Report (SMR)

- 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

Running Services Monitoring Report

- Run [Services Monitoring Report for Site-Based PSH](#) from Data Analysis tab of Reports section



The screenshot shows a filter interface for the 'Services Monitoring Report for Site-Based PSH'. It includes several filter fields: Agency Name (with a red border and 'Value required' text), Program Name (with 'is any value'), Unique Identifier (with 'is any value'), Enrollment Start Date (with 'is any time'), Service Name (with 'is any value'), CalAIM Service Category (with 'is Housing Tenancy and Sustaining Services'), and Service Date (with 'is previous month'). A red error message 'Selection required' is visible below the Agency Name field.

- Select your Agency Name and filter by Program Name (if desired)
- Review all 3 tiles of the report:
 - Clients Without Any Services Ever
 - Count of Services by Client Over the Last 3 Months
 - Individual Client Services

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.

Resources

- Review documentation (available on the [OneSF support site](#))
- Contact the Bitfocus Help Desk which can be reached several ways:
 - Email onesf@bitfocus.com
 - Call 415-429-4211: 5am to 5pm, M-F
 - Click the "Help" button to chat on the [OneSF support site](#): 5am to 5pm, M-F
- Attend [virtual](#) office hours on the 4th Tuesday from 2 - 3pm
- Contact your HSH Program Manager for policy and programmatic questions
- Contact Minx Manuel (Minx.Manuel@sfgov.org) for CalAIM questions
 - [SF ONE: CalAIM](#)



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Questions and Thank You

