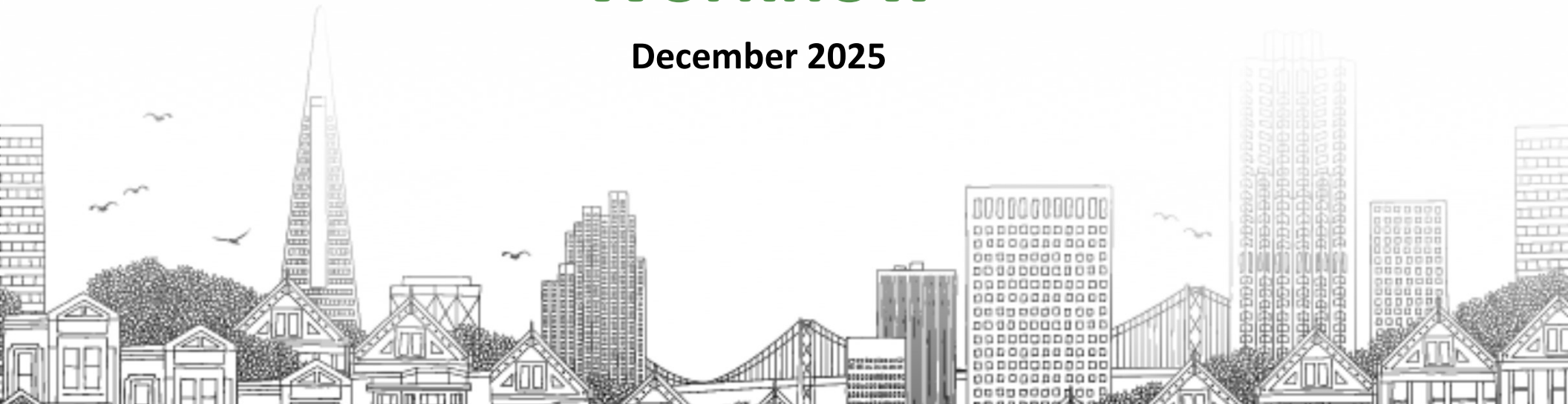




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Housing Refusal Tracking Refresher Training- Updated Workflow

December 2025

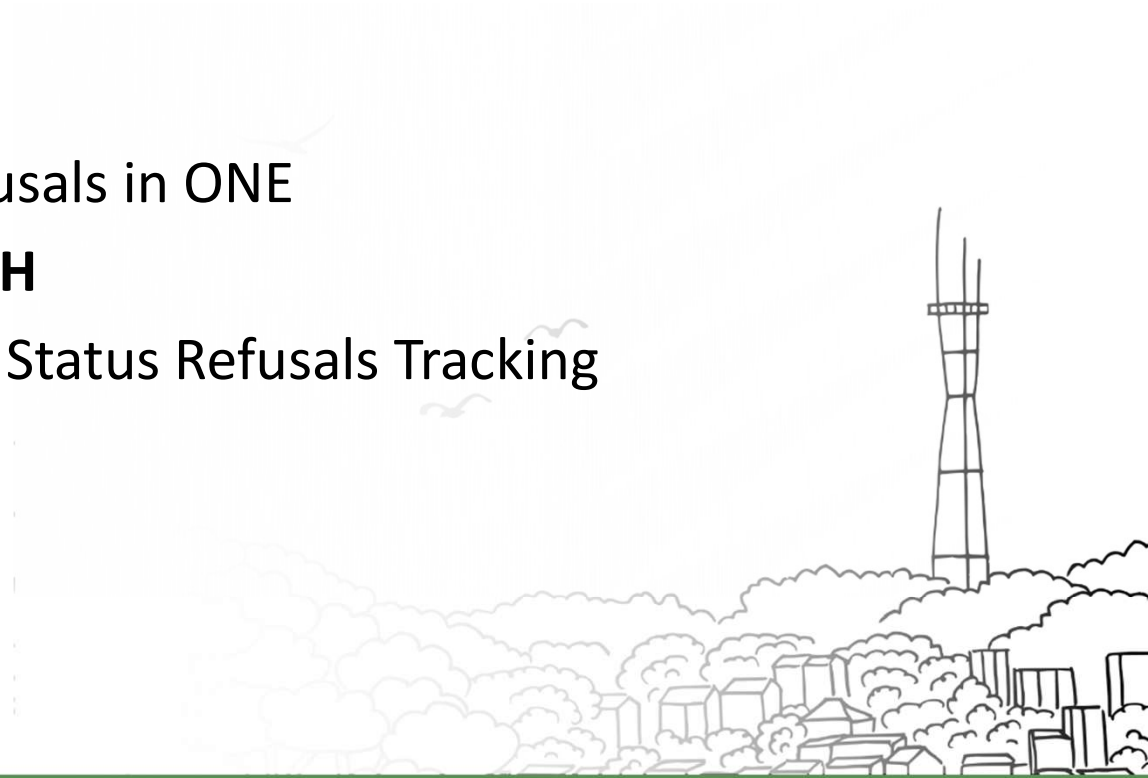




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Agenda

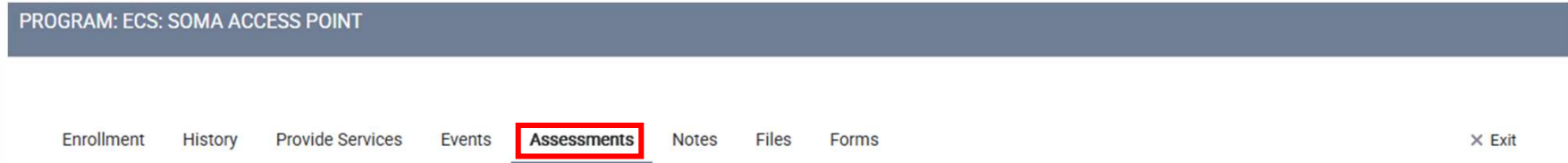
- Refresher: Logging Housing Refusals in ONE
- **New: Toggle for Refusing All PSH**
- Dashboard for Housing Referral Status Refusals Tracking
- Wrap-Up and Questions



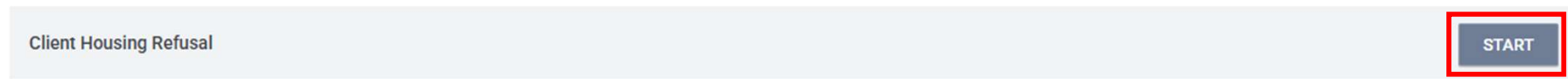
Client Housing Refusal Assessment

This assessment is the way to track housing refusals for Housing Referral Status clients in the ONE System, across all populations and types of housing.

Click the **Assessments** tab under the CE program enrollment...



Click the **START** button across from **Client Housing Refusal...**



Housing Program field is a dropdown containing all active programs in ONE

- Do not try to find the program using just the dropdown. If you type in part of the program name the dropdown will automatically display partial matches and it should be easy to select the correct program.
- Be aware of programs with multiple funding sources and select the specific program offered and refused.

TYPE PARTIAL NAME TO LOCATE CORRECT PROGRAM IN THE DROPDOWN LIST


Housing Program	Bayview Hill Gardens	▼
Reason for Refusal	▼ CA-501 (CA-501 - San Francisco CoC)	▲
	▼ PH – Housing with Services (no disability required for entry)	
	▼ TRAIN - Bayview Hunters Point Foundation for Community Impr...	
	Bayview Hill Gardens - HUD PBV	
	Bayview Hill Gardens - LOSP	
	▼ PH – Permanent Supportive Housing (disability required for entry)	
	▼ TRAIN - Bayview Hunters Point Foundation for Community Impr...	
	Bayview Hill Gardens - CoC	▼

New Toggle for Refusing All PSH

- When a household refuses all housing interventions, there is a new toggle to identify this decision.
- Be sure that households understand all the housing resources they are declining.
 - Programs can include all Site- Based Permanent Supportive Housing and Scattered Sites Permanent Supportive Housing, such as Flexible Housing Subsidy Pool.
- If toggled on, the only required field is **Reason for Denial**.
 - Do NOT identify a specific housing program in field below in this case.


Screenshot of New Toggle Feature


CLIENT HOUSING REFUSAL

Date 11/24/2025 


If refusing all PSH, turn on this toggle and don't select a program below: ☒

TYPE PARTIAL NAME TO LOCATE CORRECT PROGRAM IN THE DROPDOWN LIST

Housing Program Select 

Reason for Refusal Refused to pay rent 

Private ☐

Click **SAVE** once completed 

SAVE CANCEL

Client Housing Refusal Viewable in Client History

Candy Gram

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

HISTORY

Advanced search options Hide ^

Search

housing refusal

Category

Any category

▼

Agency

Any agency

▼

Start Date

__/__/__

25

End Date

__/__/__

25

Type

Any type

▼

Coordinated Entry

☐

Clear

SEARCH

Service Name	Start Date	End Date
Client Housing Refusal TRAIN - San Francisco Adult Coordinated Entry Agency ⓘ		02/19/2025

☐ Program

☐ Service

☐ Referral

☐ Reservation

☐ Assessment

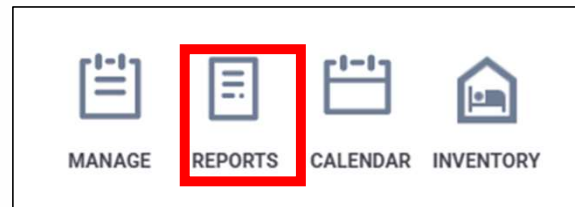
☐ Events

Accessing Housing Referral Status Refusals Tracking Dashboard

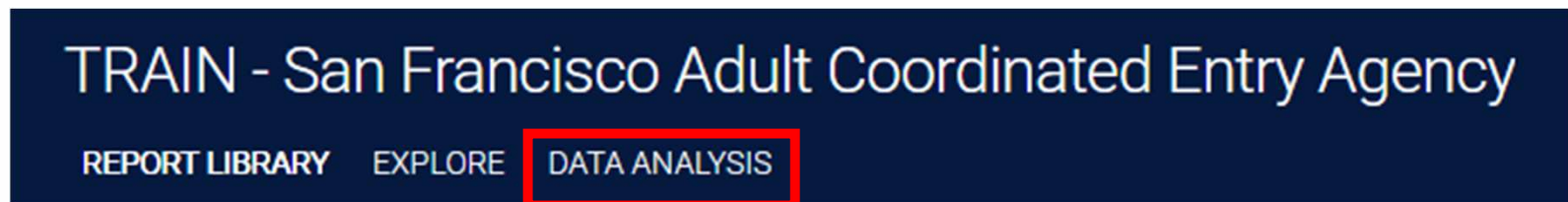
1. Click the **WAFFLE/LAUNCH PAD** at the top right-hand corner.



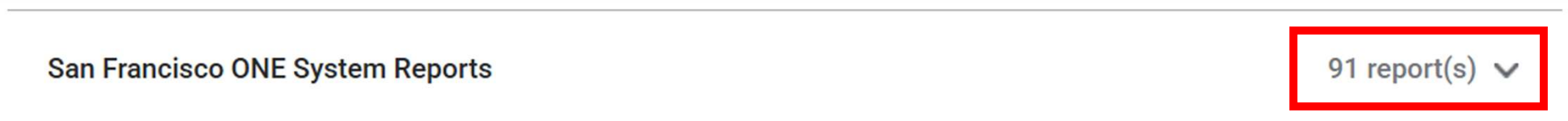
2. Click **REPORTS** tab.



3. Click **DATA ANALYSIS** tab.



4. Select **San Francisco ONE System Reports**.



5. Under any Coordinated Entry programs (Adult CES, Family CES and Youth CES), **RUN** the **Housing Referral Status Refusals Tracking** report.

Youth CES	
Aarti Offers and Denials List	▶ RUN
Housing Referral Status Refusals Tracking	▶ RUN
SF Youth Coordinated Entry Referrals	▶ RUN
YCE Pending & Pending I/P Referrals Dashboard	▶ RUN
YCE_ServiceObjectivesDashboard	▶ RUN
Youth CE	▶ RUN
Youth Community Queue Referrals	▶ RUN
Youth Flex Pool & RRH Housing Program Openings	▶ RUN
Youth Homelessness Response Dashboard	▶ RUN
Youth Homelessness Response Dashboard-25-29 (draft)	▶ RUN
Youth Open PSH Units	▶ RUN

Housing Refusal Status Refusals Tracking Screenshot

Housing Referral Status Refusals Tracking

	Refused all PSH	Refused Program Agency	Refused Program	Refusal Date	Unique Identifier	Link to Client Profile	Client Full Name	Reason(s) for Refusal	Other Reason Description	User Who Logged Refusal	CE Program Agency
1	Yes			2025-11-24	D0C8F497C	115223	Lo California	Refused to pa...		Loretta Vallot	TRAIN - San Francisco Family Coordinate...
2	Yes			2025-11-23	382FF05AF	114896	A1 Sauce			Candace Thomsen	TRAIN - San Francisco Youth Coordinated ...
3	No	TRAIN - Abode Services	City Gardens - HUD PBV	2025-10-15	382FF05AF	114896	A1 Sauce	No private bat...		Lorena Flores	TRAIN - San Francisco Youth Coordinated ...
4	No	TRAIN - Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2025-04-07	D0C8F497C	115223	Lo California	Other refusal r...	Offered other h...	Loretta Vallot	TRAIN - San Francisco Youth Coordinated ...
5	Yes			2025-03-14	382FF05AF	114896	A1 Sauce	Building rules; ...		Loretta Vallot	TRAIN - San Francisco Youth Coordinated ...
6	No	TRAIN - Five Keys Charter Sc...	Artmar Hotel - Prop C	2025-02-07	382FF05AF	114896	A1 Sauce	Prefer a larger ...		Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...
7	No	TRAIN - Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2025-02-06	382FF05AF	114896	A1 Sauce	Prefer a larger ...		Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...
8	No	TRAIN - Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2025-01-15	382FF05AF	114896	A1 Sauce	Health needs ...		Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...
9	No	TRAIN - Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2024-10-17	C1A5F8D26	114820	Robert Dylan	Health needs ...		Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...
10	No	TRAIN - Reality House West	Cadillac Hotel - Prop C	2024-10-09	C1A5F8D26	114820	Robert Dylan	Other refusal r...	safety concerns	Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...
11	No	TRAIN - Episcopal Communit...	Auburn - GF	2024-10-01	C1A5F8D26	114820	Robert Dylan	Other refusal r...		Loretta Vallot	TRAIN - San Francisco Adult Coordinated ...
12	No	TRAIN - Larkin Street Youth S...	Aarti - HUD PBV + MHSA	2024-10-01	C1A5F8D26	114820	Robert Dylan	Prefer a differ...		Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...
13	No	TRAIN - Episcopal Communit...	Canon Kip - CoC	2024-09-26	C1A5F8D26	114820	Robert Dylan	Prefer a differ...		Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...
14	No	TRAIN - Tenderloin Housing ...	Jefferson Hotel - GF	2024-09-25	C1A5F8D26	114820	Robert Dylan	Building rules; ...		Candace Thomsen	TRAIN - San Francisco Adult Coordinated ...

THANK YOU!!!