# ONE System Reports & Data Analysis

March 2025

Objectives

- How to access information in the ONE System
  - Types of reports and where they're stored
- Which reports to use in reviewing programs
- Which reports to use to support staff
- How to get additional support or request more information

ONE System Stats

People
- 121,534 total clients
- 35,993 clients served last FY (23-24)
- 1,926 total system users

Organizations
- 116 provider or partner agencies

Programs
- 316 housing programs
- 60 shelter programs
- 45 outreach & coordinated entry
- 42 other services
- = 463 total programs tracking data
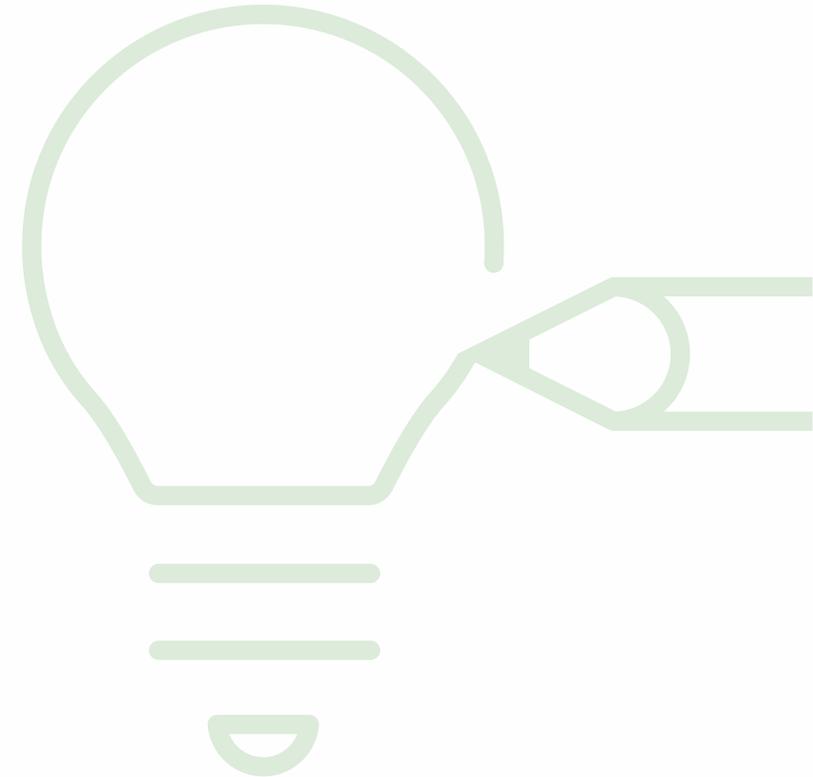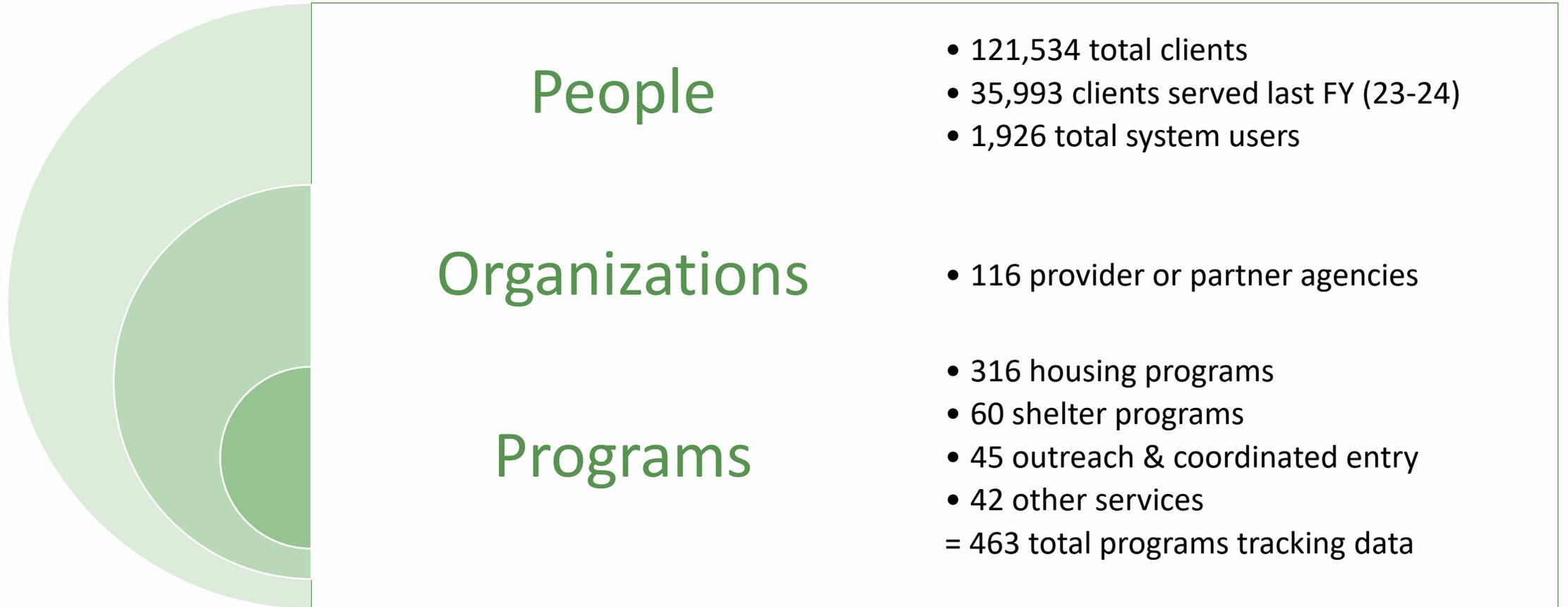
How data is stored and accessed

- Much of the system data is available in reports

- Report Library
  - Contains system-maintained reports available across all instances of Clarity, including HUD-required reports

- Data Analysis
  - Includes custom reports developed to meet the needs of San Francisco's workflows and procedures

- Reports in ONE are primarily operational
  - Can be refreshed and run at any time

- Advanced analytical & Homelessness Response System-level reports are available outside of ONE on hsh.sfgov.org
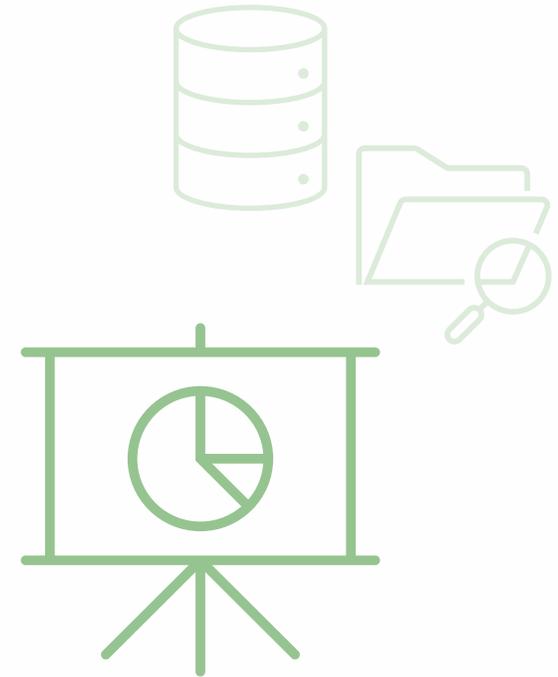
Accessing Reports in ONE: Report Library

Report Library:
Who is enrolled in a program?

⚷ Program Based Reports > **[GNRL-106] Program Roster**
- Provides client stay information for all active, enrolled, and exited clients within a specified date range
- Length of stay, birthdate, assigned staff, unit/bed

⚷ Program Based Reports > **[GNRL-220] Program Details Report**
- Provides all enrollment and/or assessment data within a specified date range
- Useful for getting all the details and finding outlying values
- Includes custom fields on enrollment, assessment, and exit screens

⚷ Program Based Reports > **[OUTS-106] Client Demographics**
- Provides client demographic details, including charts and chronic homelessness status

Report Library:
How many clients received services?

🗝Service Based Reports > **[GNRL-104] Service Summary**

- Number of unique clients who received selected services during date range

🗝Service Based Reports > **[GNRL-103] Service Census**

- Includes quick counts from Service Summary
- Shows every day in report period

🗝Program Based Reports > **[OUTS-720] Client Program Service**

- Detailed listing of program-linked services by client

Report Library:
Who needs data entry support?

🔑Data Quality Reports > **[DQXX-103] Monthly Staff Report**

- General data quality, user activity, and data quality by data element

🔑HUD Reports > **[HUDX-225] HMIS Data Quality Report**

- Comprehensive data review across many HMIS data elements

Report Library: Monitoring staff activity

🔑 Agency Management > **[STFF-104] Staff Client Data Activity Report**

- Designed to provide managers a record of staff/user client record activity
- Can be run by individual and/or type of data entry
- Includes date/time, record type, and client IDs

🔑 Agency Management > **[STFF-101] User Activity Report**

- Provides information reflecting system activity of users
- Includes login dates, times, and duration

Accessing Reports in ONE: Data Analysis

Data Analysis:
San Francisco Custom Reports

- Reports in the Data Analysis tab are custom-created for our instance of HMIS and are specific to San Francisco

- Canned reports (under "Report Library") do not include custom fields

- Reports and dashboards in Data Analysis are created by our local team and published to ONE

- Anyone with access can download data, but cannot overwrite report

- Customized for programmatic and operational needs

Data Analysis, continued…

🔑 San Francisco ONE System Reports

- System-wide custom reports organized by program area
- Available to all users with Data Analysis access
- Primarily housing and shelter inventory, Coordinated Entry

🔑 Agency-Specific Reports

- Custom reports that use system-level data
- Available only within your specific agency space
- Designed for operational monitoring

How to get help

- Questions about reports in the Report Library or Data Analysis?
  - [Bitfocus Report Documentation](#)
  - Help desk: onesf@bitfocus.com or 415-429-4211
  - Office hours: Bitfocus hosted (4th Tuesday)
  - Contact your HSH Program Manager for additional assistance if necessary
- Additional materials available on the [ONESF Help Site](#)