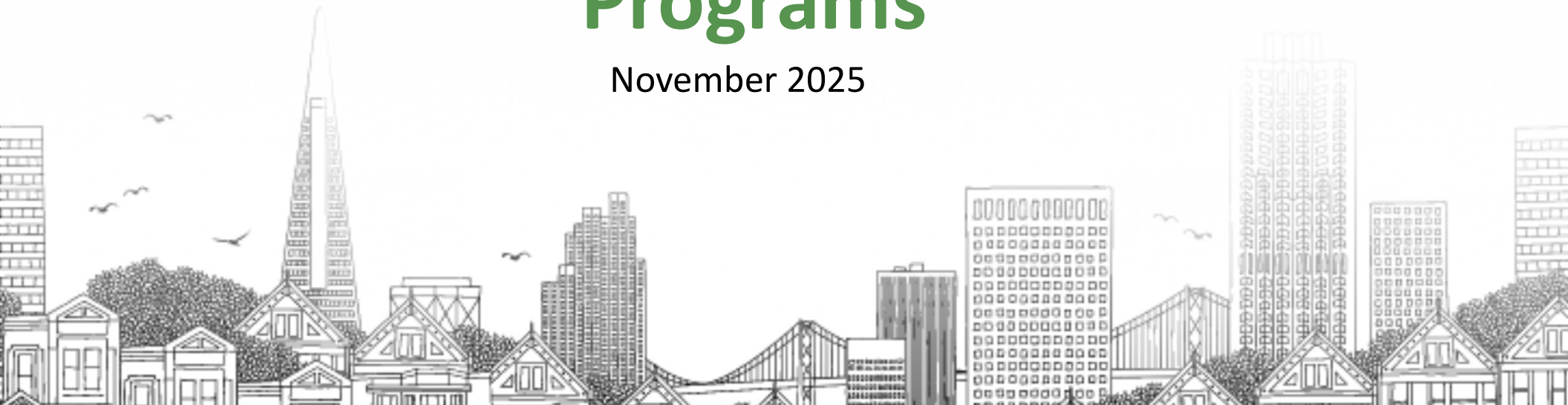




DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

ONE System: Rehousing Workflow for Scattered Sites Programs

November 2025





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Agenda

1. Current Workflow for Returning to Housing Search
2. Overview of Workflow Change
3. Returning to Housing Search in Scattered Sites Program:
Exits and Re-Enrollments
4. Tutorial of New Workflow



Current Workflow

- When a household returns to housing search, the current address listed on the enrollment page is deleted to indicate return to housing search.

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT	
Housing Move-In Date	12/01/2024 
Unit Number	440
Address	1234 Believable Drive
City	San Francisco
Zip code	94106

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT	
Housing Move-In Date	12/01/2024 
Unit Number	
Address	
City	
Zip code	

- Once a household moves into their new unit, the new address is entered with the original move-in date.

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT	
Housing Move-In Date	11/04/2025 
Unit Number	2
Address	2800 Iceman
City	Oakland
Zip code	94606

Overview of Workflow Change

- Most households who return to housing search are residing in temporary housing and/ or shelter during this time.
- The current workflow is creating data errors (Overlapping Program Enrollments) in the system that need to be resolved.
 - No household should be enrolled in two programs at once (shelter with permanent housing move in dates, two housing move- in dates, etc.)

Move-in date of 12/1/2024 overlaps with the shelter start date of 10/1/2025



Program Name	Start Date	End Date	Type
Lower Polk TAY Navigation Center - HHAP+GF+ERAF Emergency Shelter - Entry Exit TRAIN - 3rd Street Youth Center and Clinic ⓘ	10/01/2025	Active	Individual
Unity Care - Flexible Housing Subsidy Pool - Prop C PH - Housing with Services (no disability required for entry) TRAIN - Unity Care ⓘ	10/01/2024	Active	Individual

Returning to Housing Search in Scattered Sites Programs: Program Exit

- The household must be exited from their existing scattered sites program prior to their stay in their temporary housing situation.
 - The Program Exit Date should be the date when they moved out of their scattered site unit.

PROGRAM: UNITY CARE - FLEXIBLE HOUSING SUBSIDY POOL - PROP C

Enrollment History Provide Services Assessments Notes Files Forms X Exit

End Program for client California Lo

Program Exit Date 10/01/2025

Destination Emergency shelter, including hotel or motel paid for with emergency shel...

Exit Reason Exit by client choice

DISABLING CONDITIONS AND BARRIERS

Physical Disability No

Developmental Disability No

Chronic Health Condition No

HIV - AIDS No

Mental Health Disorder Yes Long Term Yes

Substance Use Disorder Both alcohol Long Term Yes

EMPLOYMENT STATUS

Employed Yes

Type of Employment Full-time

Ensure the Exit Destination and Exit Reason are accurate

All information cascades from previous program enrollment or information from last annual assessment- update all information as needed.

Re-Enrollment in Scattered Site Housing Program

- The household is then re-enrolled in the same scattered sites housing program
 - Immediately re-enroll the household in the same scattered sites housing program, with Program Start Date being the same date the household enrolled in the temporary housing program/ intervention.

Enroll 'Unity Care - Flexible Housing Subsidy Pool - Prop C' program for client California Lo

Program Date	10/01/2025	
TRANSLATION ASSISTANCE NEEDED		
Translation Assistance Needed	No	▼
HOUSING LOCATION INFORMATION		
Housing Location Provider	Brilliant Corners	▼
CASE MANAGEMENT INFORMATION		
Case Management Provider	Unity Care	▼
Case Management Status	Receiving Case Management	▼
COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT		
Housing Move-In Date		
Unit Number		
Address		
City		
Zip code		

Leave Move-In Date and Information blank until household moves into their new unit

Prior Living Situation

PRIOR LIVING SITUATION		
Type of Residence	Rental by client, with ongoing housing subsidy	▼
Rental Subsidy Type	Rental by client, with other ongoing housing subsidy	▼
Length of Stay in Prior Living Situation	90 days or more, but less than one year	▼
Length of Stay Less Than 7 Nights	No	▼

All households re-enrolled in their scattered sites program should all have the **Type of Residence “Rental by client, with ongoing housing subsidy”**

- The other fields should be accurate to the household’s housing situation.
- All other fields cascade from previous exit information.
 - This information should mirror the exit information for current scattered sites program enrollment.

New Move-In Information

Once a household moves into their new unit, enter a new housing move in date and address.

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT	
Housing Move-In Date	11/04/2025 
Unit Number	2
Address	2800 Iceman
City	Oakland
Zip code	94606

Multiple Program Enrollments

- Under the **PROGRAMS** tab, there will be multiple enrollments for the same housing program

One program enrollment has an end date and the new enrollment is now active.



California Lo				
PROFILE HISTORY SERVICES PROGRAMS ASSESSMENTS NOTES FILES REFERRALS CONTACT LOCATION				
PROGRAM HISTORY				
Program Name	Start Date	End Date	Type	
Lower Polk TAY Navigation Center - HHAP+GF+ERAF Emergency Shelter - Entry Exit TRAIN - 3rd Street Youth Center and Clinic ⓘ	10/01/2025	Active	Individual	
Unity Care - Flexible Housing Subsidy Pool - Prop C PH - Housing with Services (no disability required for entry) TRAIN - Unity Care ⓘ	10/01/2025	Active	Individual	
Unity Care - Flexible Housing Subsidy Pool - Prop C PH - Housing with Services (no disability required for entry) TRAIN - Unity Care ⓘ	10/01/2024	10/01/2025	Individual	

- Each time a household returns to housing search, after being housed, follow the new workflow



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

QUESTIONS????

