



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Scattered Site Housing in ONE

Updated December 2025



Brief Overview of ONE Setup

Every group must follow their workflow in a timely manner for the system to work.

Remember: data isn't just about numbers, it's about people.

- Coordinated Entry
- Case Management Services
- Housing Location Services

Training Overview

- Posting Program Openings
- Processing Referrals
- Documenting Initial Outreach
- Household Management
- Program Enrollments
- Updating Move-In Information
- Documenting Case Management and Housing Location Services
- Updating Care Team
- Annual Assessments
- Tracking Evictions
- Releases of Information
- Uploading Files
- Program Exits
- Housing Relocation Workflow
- Reports

What am I responsible for?



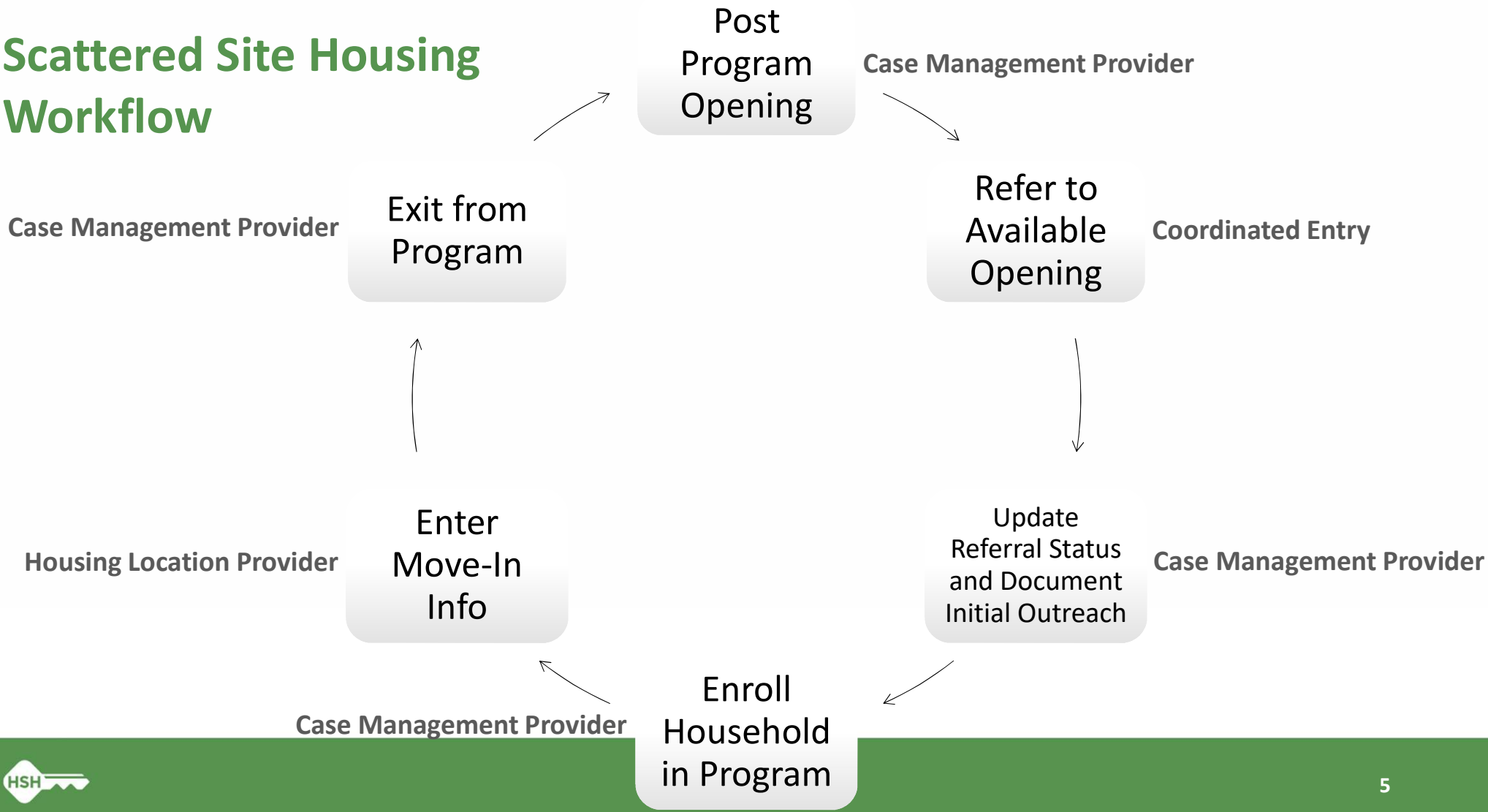
• Case Management Providers

- Posting openings
- Processing referrals
- Documenting initial outreach and case management services
- Completing annual assessments
- Entering program enrollments and exits
- Maintaining Releases of Information
- Tracking eviction notices and Unlawful Detainers

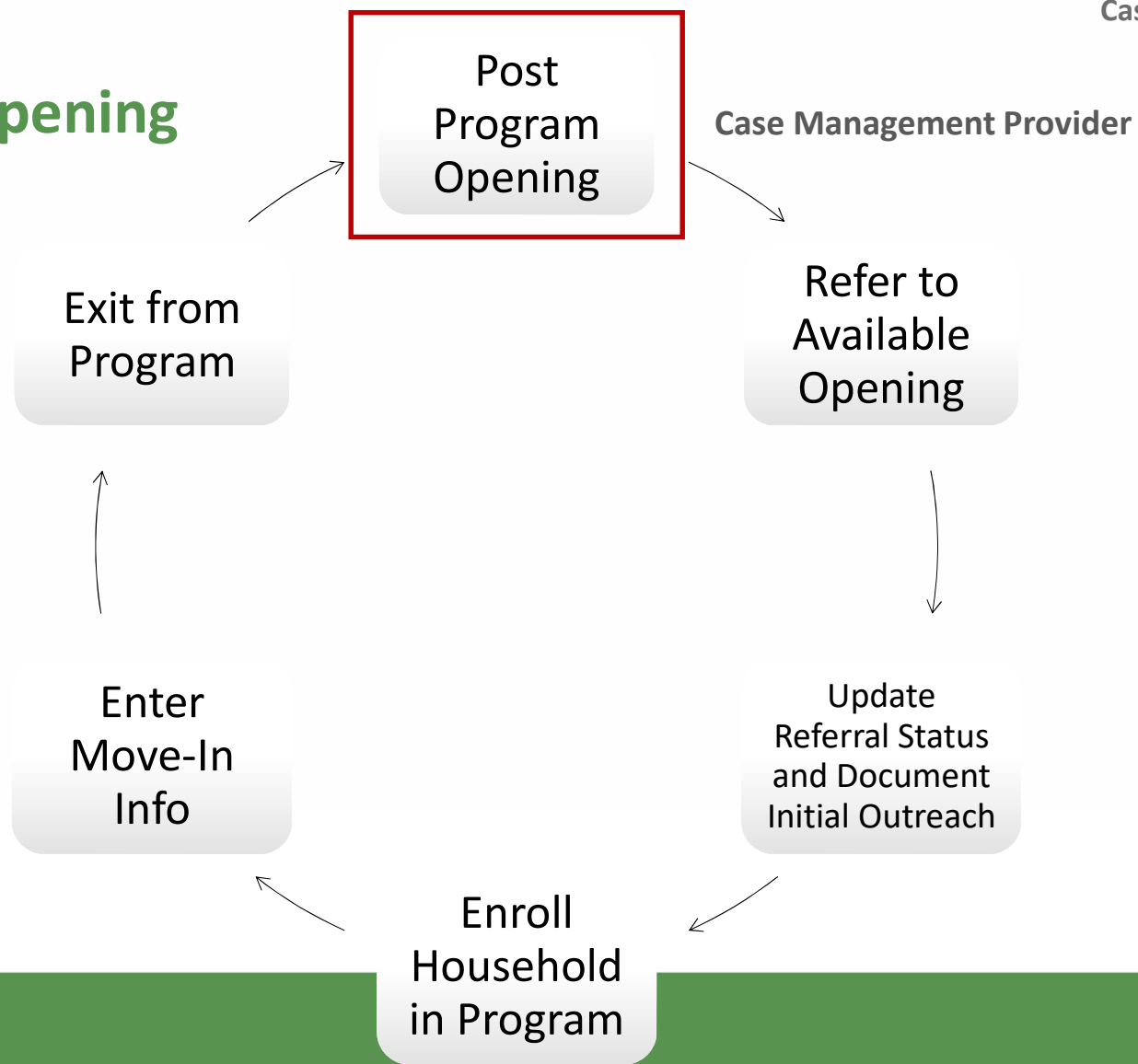
• Housing Location Providers

- Tracking housing search efforts
- Logging financial assistance provided
- Updating move-in information

Scattered Site Housing Workflow



Post Program Opening

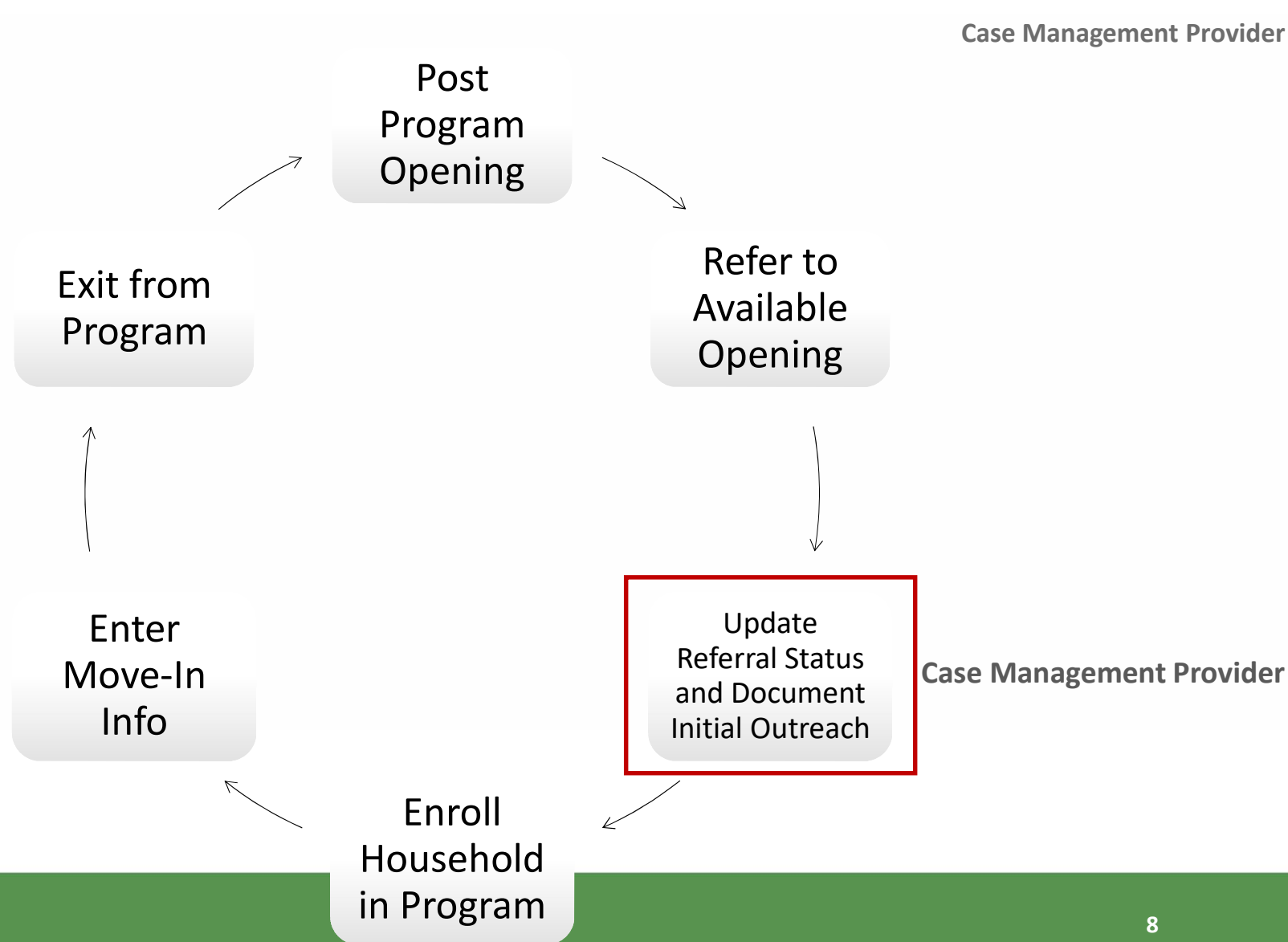


Post Program Opening

- Program openings are posted under Referrals > Availability > Queue > Housing Program and indicate to Coordinated Entry that the program is ready for a referral
- Click the down arrow to the left of your initials to switch your agency in ONE to the program's agency
- Be sure to include the date, additional notes with a unique label, and toggle on the population the opening can serve

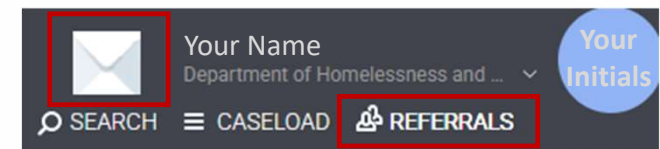
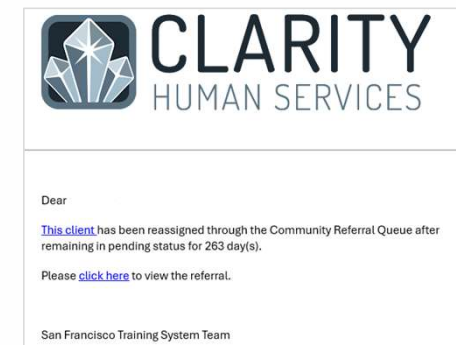
The screenshot displays the Case Management Provider interface. At the top, a navigation bar includes a search icon, 'SEARCH', a menu icon, 'CASELOAD', and 'REFERRALS' (highlighted with a red box). To the right of the navigation bar is a user profile section with 'Your Name', 'Department of Homelessness and ...', and 'Your Initials' (with a dropdown arrow highlighted by a red box). Below the navigation bar is a 'REFERRALS' header. A horizontal menu contains 'Dashboard', 'Pending', 'Community Queue', 'Analysis', 'Completed', 'Denied', 'Sent', 'Availability' (highlighted with a red box), 'Unit Queue', and 'Open'. Under 'Program Availability', there are three tabs: 'Permanent Supportive Housing Queue' (highlighted with a red box), 'Rapid Rehousing Queue', and 'Temporary Shelter Queue'. The 'ADD AN OPENING' form is shown below, with a red bracket indicating the fields to be filled: 'Date' (with a calendar icon), 'Additional Notes' (text area), 'Unit Number' (text field), and 'Sub-Population' (toggles for Veteran, Adult, Youth, and Family). At the bottom of the form are 'SAVE CHANGES' and 'CANCEL' buttons.

Accept Referral



Referrals

- Providers need to make sure the appropriate staff are set up to receive automatic referral notifications to their email and to their ONE inbox
- Staff can then link directly to the referral from the message to update the status
- Referrals are processed from the **Referrals** dashboard and can be edited on the **Pending** tab



Referral Status: Pending In-Process

- Change the referral status under the **Pending Tab** to **Pending In-Process** within 3 days of receiving referral
- Pending In-Process means the referral has been accepted and initial outreach is ready to begin
- Pending In-Process referral color will change to green on the dashboard


REFERRAL: EDIT

Client	Belles E
Referred Unit	207
Referred Program	1036 Mission - CoC
Referred to Agency	TRAIN - Tenderloin Neighborhood Development Corporation
Referring Agency	TRAIN - Department of Homelessness and Supportive Housing
Referred Date	05/13/2025 6:00 PM
Days Pending	2 day(s)
In Process	0 day(s)
Qualified	Reassigned
Referred by Staff	Lehua Asher
Case Manager	Select
Last Activity	05/14/2025 CHECK-IN
Current Status	Pending <input checked="" type="checkbox"/>
Status Date	05/16/2025 1:00 PM
New Status	Pending - In Process
Private	<input type="checkbox"/>

SAVE CHANGES CANCEL

Referral Status: Denied

- If a client refuses housing or is deemed ineligible:
 - Send client back to the **Community Queue**
 - Select denial type and reason
 - Provide additional details

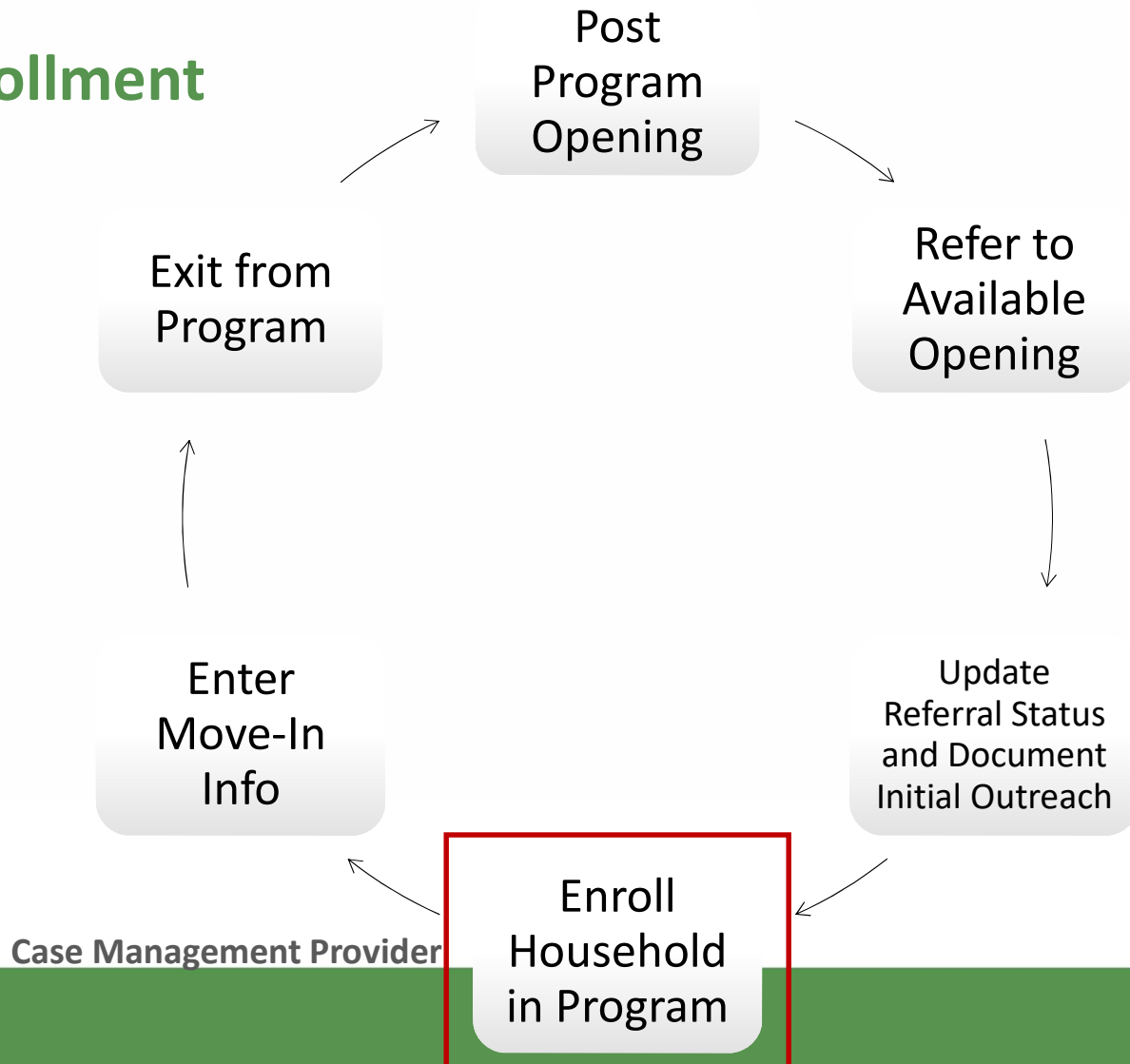
Status	Denied	▼
Send to Community Queue	Yes	▼
Denied By Type	Provider	▼
Denied Reason	Lack of Eligibility	▼
Denial Information	<div>The client is over income </div>	

Documenting Initial Outreach

When the referral is accepted and before the client is enrolled in the program, Case Management Providers must document all initial outreach by entering SSHP Outreach services from the client profile

- SSHP Outreach Services include:
 - Contact with client
 - Contact with client's case manager or other provider
 - Message Left with client's case manager or other provider
 - Unsuccessful Outreach Attempt
 - Contact information missing/out of date
 - Extenuating Circumstances

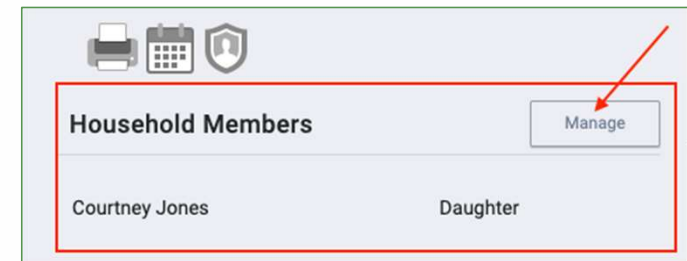
Program Enrollment



Case Management Provider

Manage Household Composition

- Confirm household composition from client profile page
- Click **Manage** to add or remove household members if needed



Program Enrollment

Before enrolling make sure you see:

- The orange pending referral box
- "Program placement a result of Referral..." toggle is on
 - For some transfers you may not see this toggle and can enroll without it
- Correct household members are listed

The screenshot shows a web form for program enrollment. At the top, there are two sections: 'Funding Source' and 'Service Categories'. The 'Funding Source' section includes a puzzle piece icon, 'HUD: CoC - Permanent Supportive Housing', and 'Availability: Limited Availability'. The 'Service Categories' section has three checkboxes: 'Employment' (checked), 'Case Management' (checked), and 'RETIRED (Coordinated Entry Event)' (checked). Below these is a 'HOUSING AVAILABILITY' section with a bar chart showing 'Households without children' and '22 Beds in 14 Units'. An orange box indicates '1 pending referral(s). Oldest 0 days.' Below this is a toggle switch for 'Program Placement a result of Referral provided by Big River Housing', which is currently turned on. Underneath is a section for 'Include group members:' with a toggle switch for 'Allie Sebastian', which is also turned on. At the bottom, there are links for 'PRINT DIRECTIONS' and 'DOC REQUIREMENTS', and an 'ENROLL' button.

Do not start the enrollment unless all the above are correct

Program Enrollment Details

- **Program Date** is the date the household enrolled in the housing program
- Complete as many fields as possible and update auto-populated fields (if necessary)
- Leave housing move-in information blank during initial enrollment
 - These fields will be completed by the Housing Location Provider staff when the household moves into permanent housing

Pay special attention to the Prior Living Situation fields, which are used for key performance indicators

Program Date

TRANSLATION ASSISTANCE NEEDED

Translation Assistance Needed

HOUSING LOCATION INFORMATION

Housing Location Provider

CASE MANAGEMENT INFORMATION

Case Management Provider

Case Management Status

COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT

Housing Move-In Date

Unit Number

Address

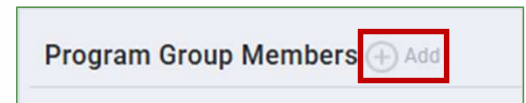
City

Zip code

Is this a shared housing destination?

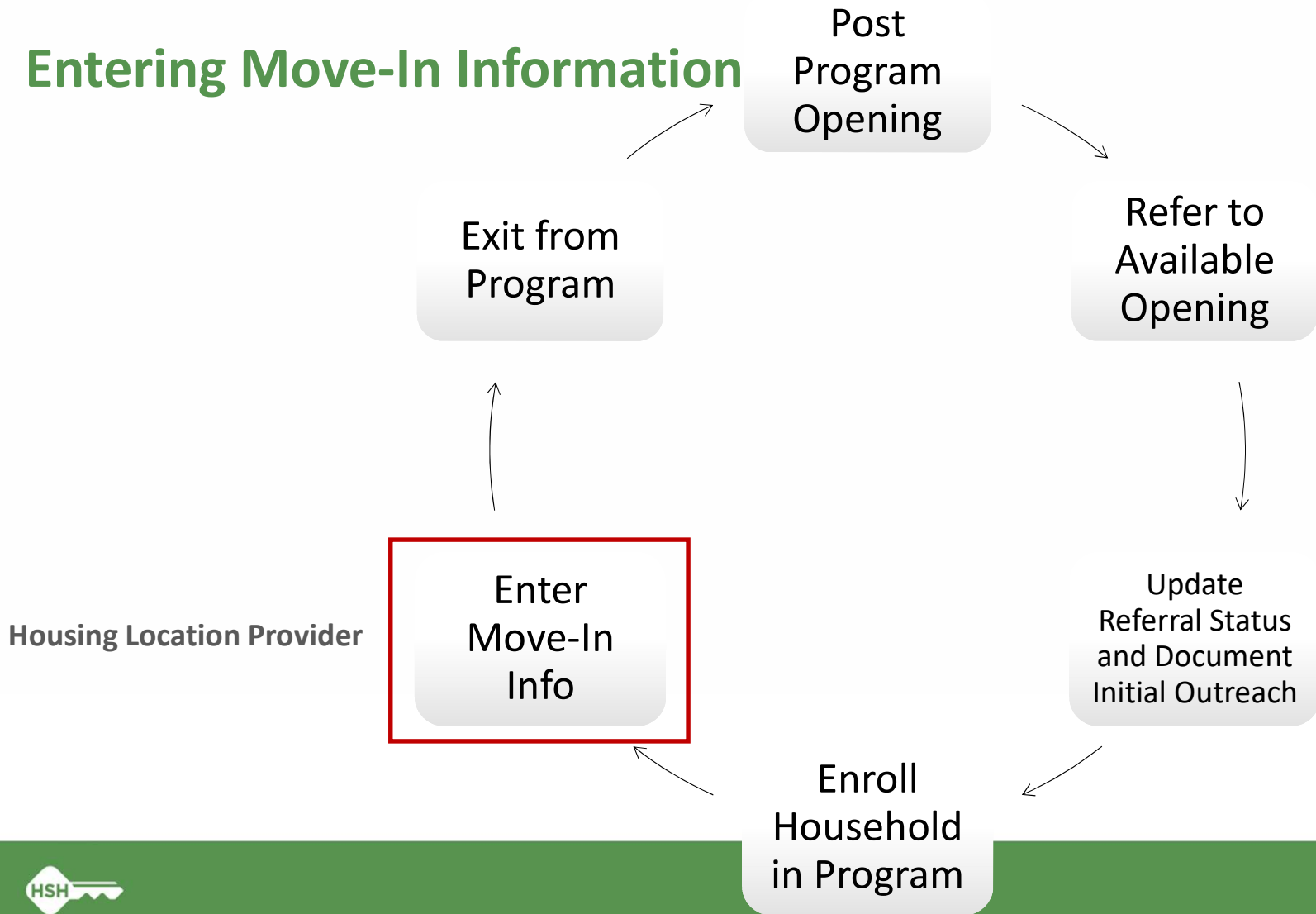
Add a New Household Member to a Program Enrollment

- To add an additional member to a program enrollment, the additional member must be added as a household member at the client's profile
- From the program enrollment click the Add button next to Program Group Members on the right-hand side of the screen
- Complete and save each household member's enrollment as prompted



Be sure that the Head of Household is designated in the enrollment



Entering Move-In Information



Entering Move-In Information

- When a household moves into their unit, the housing move-in date and address must be entered on the enrollment page
- The **Housing Move-In Date** is the date the household moved into their unit
- The **Housing Move-In Date** will always be later than the **Program Date** which is the date the household's enrollment began

Enroll Program for client Pierre Pan

Program Date	02/01/2024	
TRANSLATION ASSISTANCE NEEDED		
Translation Assistance Needed	No	
HOUSING LOCATION INFORMATION		
Housing Location Provider	Brilliant Corners	
CASE MANAGEMENT INFORMATION		
Case Management Provider	Abode Services	
Case Management Status	Receiving Case Management	
COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT		
Housing Move-In Date	05/09/2024	
Unit Number	73	
Address	1400 Van Ness Ave	
City	San Francisco	
Zip code	94109	
Is this a shared housing destination?	<input type="checkbox"/>	



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Additional responsibilities during the program enrollment...



Documenting Case Management Services

After the client is enrolled in the program, Case Management providers must document services within the program enrollment, which includes:

- Housing Focused Case Management Services
- Housing Coordination Services
- Landlord Liaison Services
- Successful Connection to Community Resources
- Eviction Activity
- Extenuating Circumstances

Documenting Housing Location Services

After the client is enrolled in the program, Housing Location providers must document services provided within the program enrollment, including:

- Housing Search
- Housing Coordination Services
- Housing Move-In Financial Support
- Landlord Liaison Services
- Housing Search Hold
- Extenuating Circumstances

Updating Care Team

- The Care Team automatically includes all **Assigned Staff** from client's active enrollments and should be updated if they are not accurate
- You should add yourself to the client's care team if you are working with the client as a:
 - Housing Navigator
 - Case Manager
 - Housing Location Specialist
- You should also remove anyone who you know is not part of the Care Team

Annual Assessments

- **Annual Assessments** are due within 30 days before or after the client's anniversary date and must reflect updated information about:
 - Disabling conditions and barriers
 - Income and benefits
 - Health insurance
- Access the **Annual Assessment** from the program enrollment, update any information that has changed, and be sure to save

The screenshot shows a web application interface with a top navigation bar containing links for Enrollment, History, Assessments (which is the active tab), Notes, Files, Units/Beds, and Forms. Below the navigation bar, the page is titled 'Assessments'. There are two main options listed: 'Status Update Assessment' and 'Annual Assessment'. Each option has a 'START' button to its right. The 'Annual Assessment' row is highlighted with a red rectangular border.

Assessments	
Status Update Assessment	START
Annual Assessment	START

Annual Assessment Warnings

- You will receive automatic notifications when annual assessments are due for future households you enroll
- For existing households, you will need to set yourself as an **Assigned Staff** and toggle on **Assessment due every year** Notification from the program enrollment
- On the right-hand side make sure the toggle is set to **Assessment due every year Notification: ON**



Tracking Eviction Notices & Unlawful Detainers

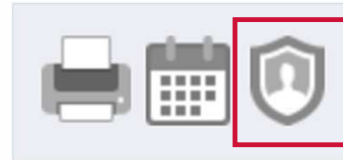
- HSH uses eviction data to understand trends, analyze equity, and report to the Board of Supervisors
- From the program enrollment, record all eviction notices and Unlawful Detainers served by adding an **Eviction Activity** service within 3 days of service on the tenant
- Enter the Event Date (the date the notice or UD was served) and click **Submit**

The screenshot shows the 'Provide Services' tab selected in the 'PROGRAMS' section. The 'Eviction Activity' dropdown menu is open, showing a list of service options. Each option has a vertical bar on the left and a dropdown arrow on the right.

Eviction Activity	Other
Legal Notice (3, 10, 30 day) Served for Both Non Payment of Rent and Lease Violations	▼
Legal notice (3, 10, 30 day) Served for Lease Violations	▼
Legal Notice (3, 10, 30 day) Served for Nonpayment of Rent	▼
Unlawful Detainer Served - Lease Violation	▼
Unlawful Detainer Served - Nonpayment of Rent	▼
Unlawful Detainer Served - Nonpayment of Rent and Lease Violation	▼

Homelessness Response System Release of Information (HRS ROI)

- An [HRS ROI](#) must be completed when a client profile is created and must be updated every 3 years
- A completed HRS ROI includes:
 - A signed copy of the HRS ROI uploaded to files section of client profile
 - An electronic signature recorded in **Client Privacy** section of client profile
 - Click the shield icon to view **Client Privacy**
- Client profiles with missing or expired HRS ROIs are flagged with a yellow banner



⚠ Release Of Information will expire in 16 days. Please review to ensure compliance.

Uploading Other Files

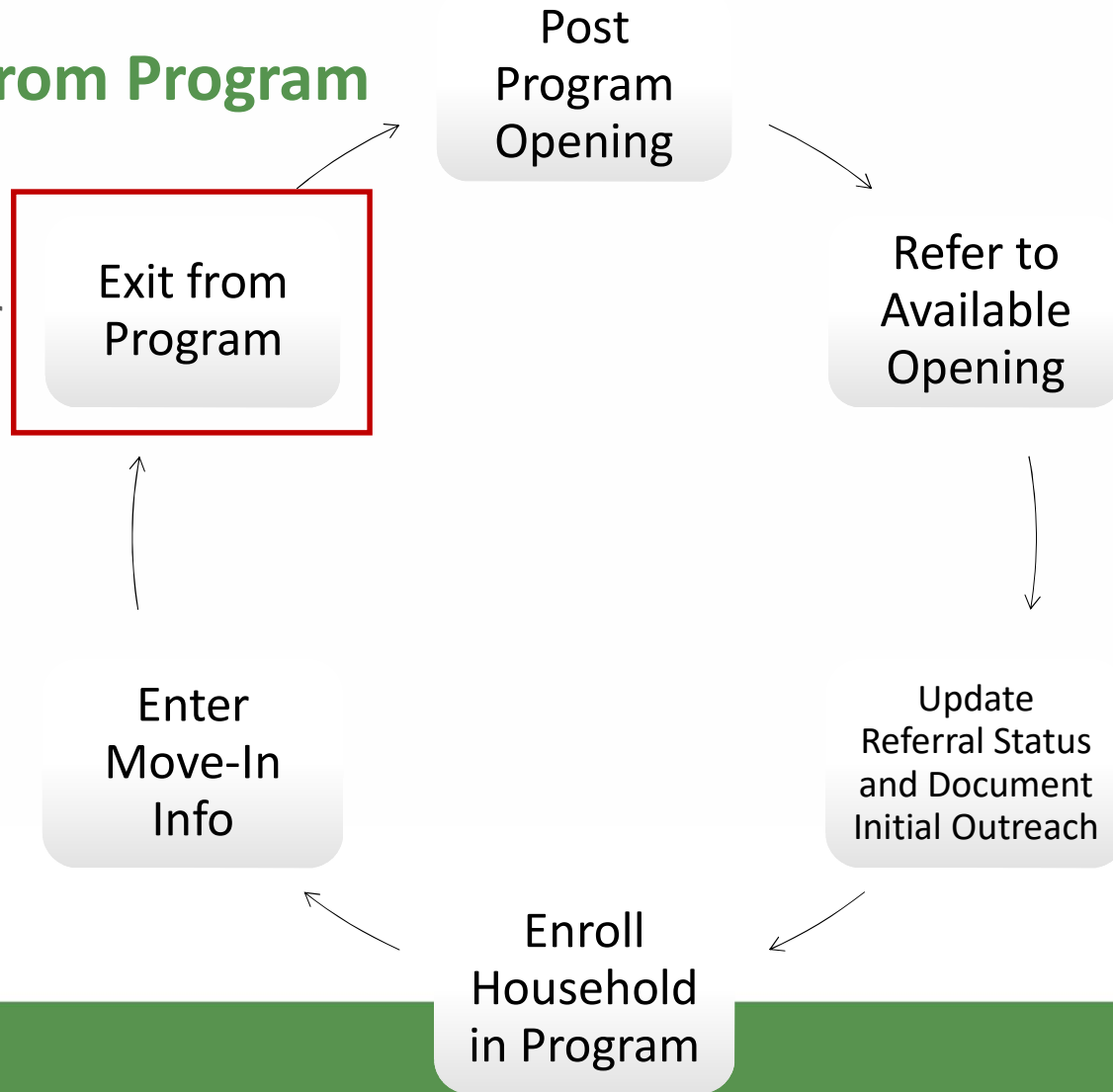
Using the same **Add Files** button and uploading process, providers can upload other files and documents to the client's profile, for example:

- Personal Identification
 - Birth Certificate
 - Government Issued Identification
 - Social Security Card
- Income and Finance
 - Paystub

Uploading documents as they come in will ensure households housing navigation process will run smoothly.

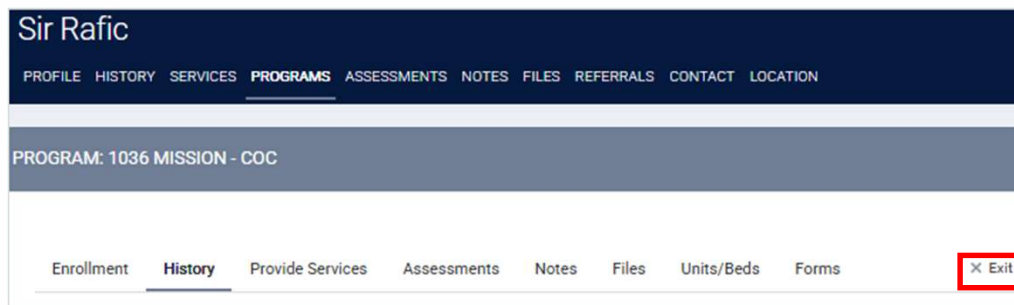
Exiting Client from Program

Case Management Provider



Exiting Client from Program

- Program exits should occur when a client is no longer receiving services



- Review all information and update as necessary
- Select Exit Reason and Destination
- Complete an exit for all household members



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Household moves out of existing unit but is still in the program...



Returning to Housing Search: Program Exit

- Most households who return to housing search are residing in temporary housing and/or shelter during this time.
- The household must be exited from their existing scattered sites housing program prior to their stay in their temporary housing situation.
 - The **Program Exit Date** should be 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 shelter

Exit Reason Exit to 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 - update all information as needed.

Re-Enrollment in Scattered Site Housing Program

- The household is re-enrolled in the same scattered sites housing program immediately after exiting from the previous scattered sites program.
 - The **Program Start Date** should be the same date as the **Program Exit Date** from the previous scattered sites housing enrollment.

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 Centers

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: 10/01/2025

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 from previous 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.



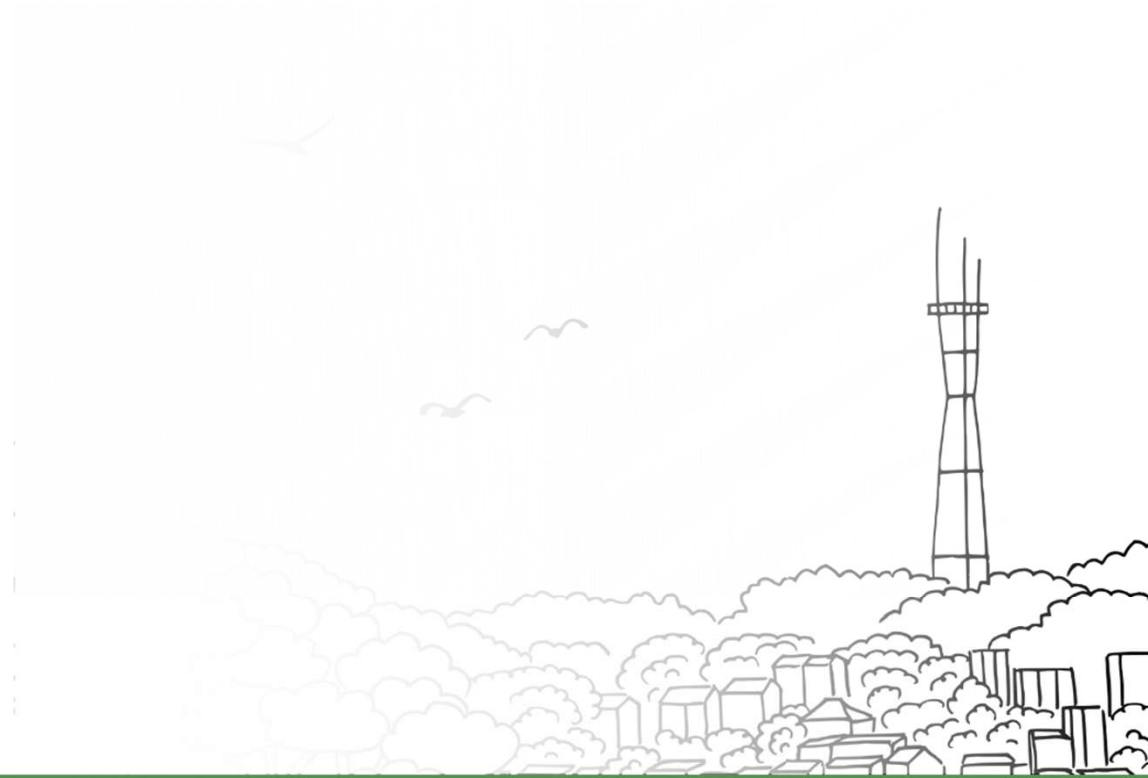
Program Name	Start Date	End Date	Type
Lower Poik TAY Navigation Center - IHAP+GP+IRAM Emergency Shelter - Entry Exit TRAM - 2nd Street Youth Center and Clinic	10/01/2023	Active	Individual
Utility Care - Flexible Housing Subsidy Pool - Prop C PH - Housing with Services (No Disability required for entry) TRAM - Utility Care	10/01/2023	Active	Individual
Utility Care - Flexible Housing Subsidy Pool - Prop C PH - Housing with Services (No Disability required for entry) TRAM - Utility Care	10/01/2024	10/01/2025	Individual

- Each time a household returns to housing search, after being housed, determines how many program enrollments there will be.



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Reports



Report Library Reports: [GNRL-106] Program Roster

- Accessed under: Report Library > Program Based Reports
- View information about clients in the program at a selected period of time
- Determine if households are set up correctly
- Identify households that do not yet have a Housing Move-In Date

Program Roster Report										TRAIN - Brilliant Corners						
										Active within 12/09/2025 thru 12/09/2025						
Housing Move-In: Undefined = Unknown HoH or adjusted Move-In is Null, <input type="checkbox"/> = Non PH Project, A: Assessments, S: Services, CN: Case Notes																
You can find more information about adjusted Move-In Date at the Help Center Article																
Head of Household (HoH) Unique Identifiers are listed in bold text. Household members are grouped together with the HoH.																
Client	Unique Identifier	Birth Date	Age At Entry	Current Age	Enroll Date	Exit Date	LOS	Housing Move-in	A	S	CN	Assigned Staff	Unit Assignment	Bed Assignment	Occupancy Start Date	Occupancy End Date
Program: Brilliant Corners - Flexible Housing Subsidy Pool Under 60 - Prop C																
The Blues, Charlemagne	F0208048B	08/01/2000	23	25	03/29/2024	-	621	04/04/2025	0	0	0	M. Sorensen	n/a	n/a	n/a	n/a
Pig, Pappa	FD94E92F8	12/01/1970	54	55	08/01/2025	-	131	undefined	0	5	0	O. Bernadel-Huey*	n/a	n/a	n/a	n/a
Pig, George	FB6EE65D4	09/01/2015	10	10	11/01/2025	-	39	undefined	0	0	0	L. Asher	n/a	n/a	n/a	n/a
Pig, Mamma	07D27E41F	01/01/1965	60	60	11/01/2025	-	39	undefined	0	0	0	L. Asher	n/a	n/a	n/a	n/a
Pig, Peppa	001EB8C3C	12/02/2014	10	11	11/01/2025	-	39	undefined	0	0	0	L. Asher	n/a	n/a	n/a	n/a
Test, Client	87C988763	08/08/2000	24	25	08/06/2025	-	126	09/03/2025	0	0	0	S. Pande	n/a	n/a	n/a	n/a
Halgrim, Domino	5186CF2C5	08/08/2000	24	25	08/06/2025	-	126	09/03/2025	0	0	0	S. Pande	n/a	n/a	n/a	n/a
August, Seth	266BD2E8A	08/15/1970	55	55	10/01/2025	-	70	undefined	0	0	0	L. Asher	n/a	n/a	n/a	n/a
										Number of Enrollments: 8						
										Number of Unique Clients: 8						
										Number of Households: 4						
										Total Number of Enrollments: 8						
										Total Number of Unique Clients: 8						
										Total Number of Households: 4						

Report Library Reports: [HUDX-225] HMIS Data Quality Report

HMIS Data Quality Report [FY 2026]	Department of Homelessness and Supportive Housing (HSH)
	CoC Category Filter: Agency CoC
	Client ID Selection: Clarity Unique Identifier
	Date Range: 01/01/2025 thru 12/10/2025

Q1. Report Validation Table		
Program Applicability: All Projects		
Category	Count of Clients for DQ	Count of Clients
Total number of persons served	162	162
Number of adults (age 18 or over)	162	162
Number of children (under age 18)	0	0
Number of persons with unknown age	0	0
Number of leavers	11	11
Number of adult leavers	11	11
Number of adult and head of household leavers	11	11
Number of stayers	151	151
Number of adult stayers	151	151
Number of veterans	2	2
Number of chronically homeless persons	109	109
Number of youth under age 25	1	1
Number of parenting youth under age 25 with children	0	0
Number of adult heads of household	160	160
Number of child and unknown-age heads of household	0	0
Heads of households and adult stayers in the project 365 days or more	139	139

Q2. Personally Identifiable Information (PII)					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Prefer Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Name (3.01)	0	1	1	2	1.23%
Social Security Number (3.02)	8	0	1	9	5.56%
Date of Birth (3.03)	0	0	0	0	0.00%
Race and Ethnicity (3.04)	1	1		2	1.23%
Overall Score				9	5.56%

Q3. Universal Data Elements					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Prefer Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Veteran Status (3.07)	2	1	0	3	1.85%
Project Start Date (3.10)			0	0	0.00%
Relationship to Head of Household (3.15)		0	0	0	0.00%
Enrollment CoC (3.16)		0	0	0	0.00%
Disabling Condition (3.06)	1	7	3	11	6.79%

Q4. Income and Housing Data Quality					
Program Applicability: All Projects					
Data Element	Client Doesn't Know/Prefer Not to Answer	Information Missing	Data Issues	Total	% of Issue Rate
Destination (3.12)	0	5		5	45.45%
Income and Sources (4.02) at Start	0	7	0	7	4.32%
Income and Sources (4.02) at Annual Assessment	0	67	1	68	49.92%
Income and Sources (4.02) at Exit	0	0	0	0	0.00%
Non-Cash Benefits (4.03) at Start*	0	10	0	10	6.17%
Non-Cash Benefits (4.03) at Annual Assessment*	1	67	0	68	49.92%
Non-Cash Benefits (4.03) at Exit*	0	0	0	0	0.00%

Note: * denotes additional rows, not provided by HMIS Reporting Glossary

Q5. Chronic Homelessness							
Program Applicability: ES-EE, ES-NbN, SH, Street Outreach, TH, PH(All), CE, SSO, Day Shelter & HP							
Entering into project type	Count of total records	Missing time in institution (3.917.2)	Missing time in housing (3.917.2)	Approximate date this episode started (3.917.3) Missing	Number of times (3.917.4) DKPNTA/missing	Number of months (3.917.5) DKPNTA/missing	% of records unable to calculate
ES-EE, ES-NbN, SH, Street Outreach	0			0	0	0	0.00%
TH	0	0	0	0	0	0	0.00%
PH (all)	162	0	2	0	14	16	14.81%
CE	0	0	0	0	0	0	0.00%
SSO, Day Shelter, HP	0	0	0	0	0	0	0.00%
Total	162						14.81%

- Accessed under: Report Library > HUD Reports
- Comprehensive data review
- Highlights potential data entry errors

Q6. Timeliness		
Program Applicability: All Projects		
Time for Record Entry	Number of Project Start Records	Number of Project Exit Records
< 0 days	0	0
0 days	10	7
1-3 days	1	1
4-6 days	1	0
7-10 days	0	0
11+ days	1	3

Q7. Inactive Records: Street Outreach and Emergency Shelter			
Program Applicability: Street Outreach, ES-NbN & PATH-funded SSO			
Data Element	# of Records (3.917.5)	# of Inactive Records	% of Inactive Records
Contact (Adults and Heads of Household in Street Outreach or PATH-funded SSO)	0	0	0.00%
Bed Night (All clients in ES - NbN)	0	0	0.00%

Agency	Program
Brilliant Corners	Brilliant Corners - Flexible Housing Subsidy Pool Under 60 - Prop C

Wed Dec 10 02:41:23 PM 2025

Powered By 1 / 1



Data Analysis Reports

Accessed under: [Reports > Data Analysis > San Francisco ONE System Reports](#)

The screenshot shows a web application interface for 'DATA ANALYSIS'. On the left, there is a sidebar with three icons: 'REPORTS' (highlighted with a red box), 'CALENDAR', and 'INVENTORY'. The main content area has a header 'DATA ANALYSIS' and a section 'Built In Reports' with a dropdown menu showing '0 report(s)'. Below this, another dropdown menu is open, showing 'San Francisco ONE System Reports' with '86 report(s)'. To the right of this dropdown, a list of reports is displayed under the heading 'Scattered Site Housing'.

Scattered Site Housing	
Clients enrolled in CE programs and reported income	▶ RUN
Currently Sheltered Clients and Reported Income	▶ RUN
Scattered Site Services Report	▶ RUN
Services Monitoring Report for Scattered Site Housing	▶ RUN
Shallow Subsidy Assessments	▶ RUN

Program Opening Reports

[Adult Flex Pool and RRH Housing Program Openings](#)

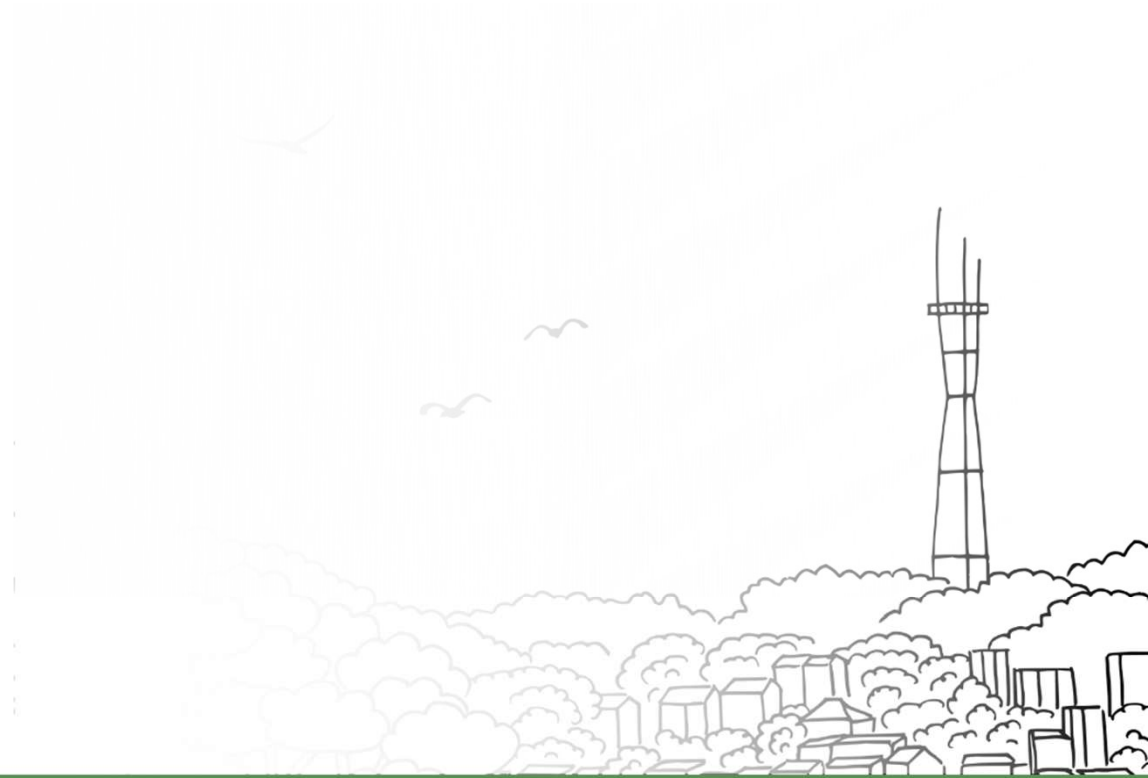
[Family Flex Pool and RRH Housing Program Openings](#)

[Youth Flex Pool and RRH Housing Program Openings](#)



DEPARTMENT OF
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Resources



When should I go to the Help Desk?

Example Scenarios:

- I accidentally enrolled a client into a program that they shouldn't be enrolled in!
- I didn't mean to enter that service, and now I need it to be deleted. Help!
- Oopsie! I uploaded the wrong file to a client profile and now I need that file to be deleted
- The client is enrolled in my program, but the referral is still open. How can I close the referral and link it to my client's program enrollment?
- And much more!!! Feel free to reach out to the Help Desk with any situation that is difficult or impossible to resolve on your own

What if I need support?



- Review documentation (available on the [Bitfocus help site](#))
 - Toolkits
 - Training slides and videos
- Contact the Bitfocus Help Desk:
 - 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
 - Held on the 4th Tuesday of the month from 2 - 3pm



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Thank you!

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