



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?



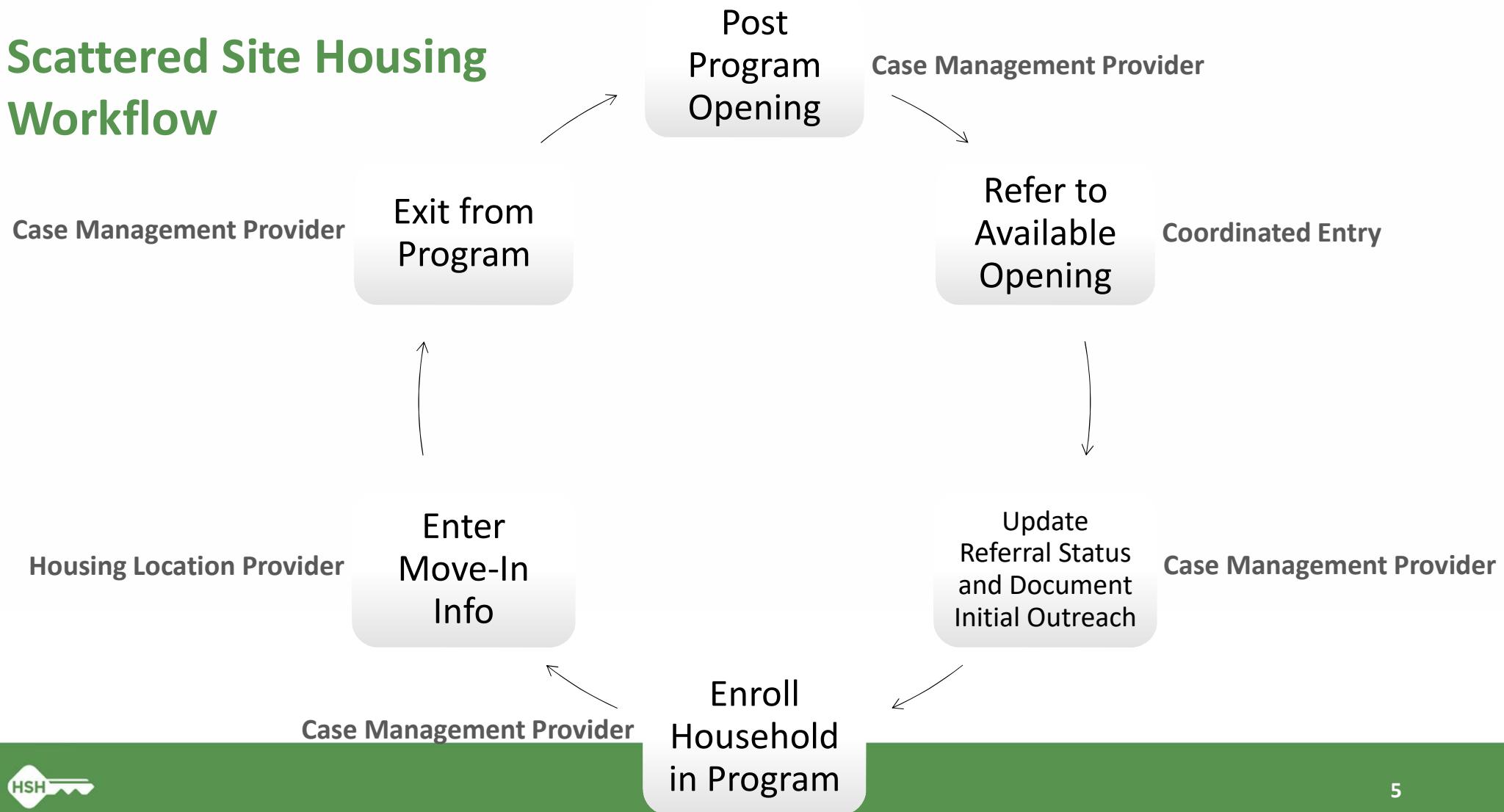
• Case Management Providers

- 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

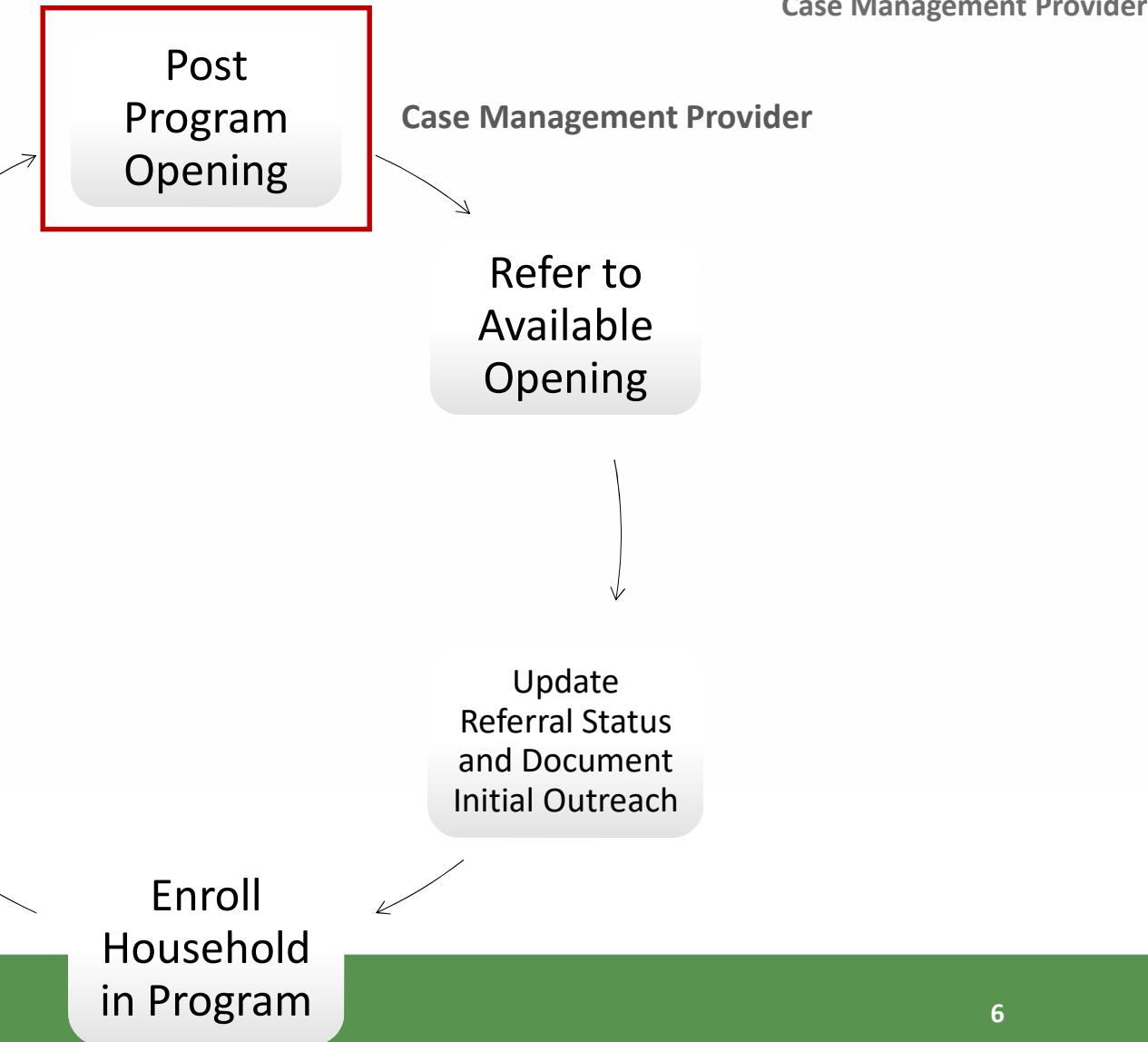
• Housing Location Providers

- 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

REFERRALS

SEARCH CASELOAD **REFERRALS**

Dashboard Pending Community Queue Analysis Completed Denied Sent **Availability** Unit Queue Ope

Permanent Supportive Housing Queue **Rapid Rehousing Queue** Temporary Shelter Queue

ADD AN OPENING

Date

Additional Notes

Unit Number

Sub-Population: Veteran

Sub-Population: Adult

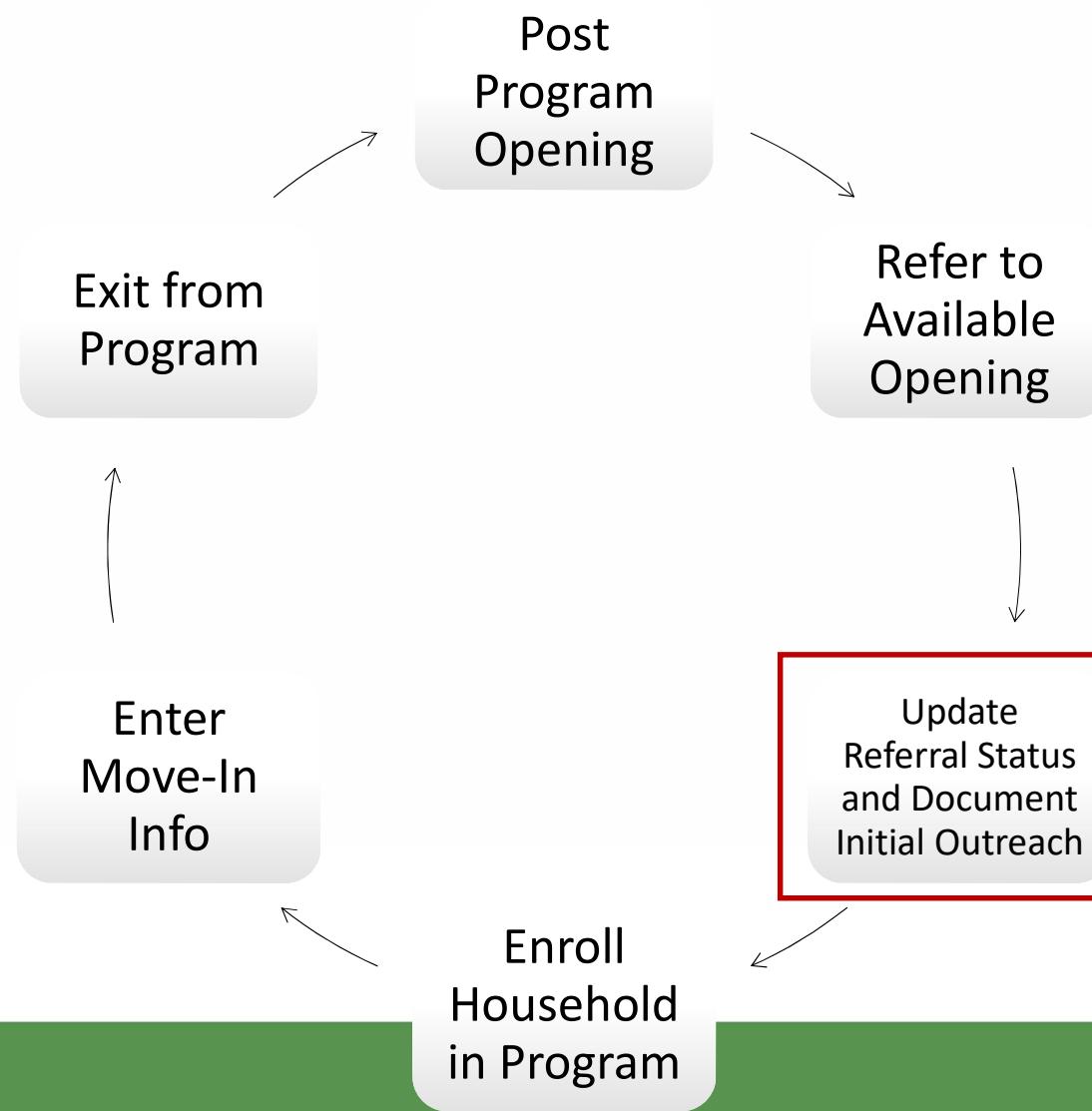
Sub-Population: Youth

Sub-Population: Family

Access Point Staff Responsible for Filling Opening (Field for AP use only)

SAVE CHANGES **CANCEL**

Accept Referral



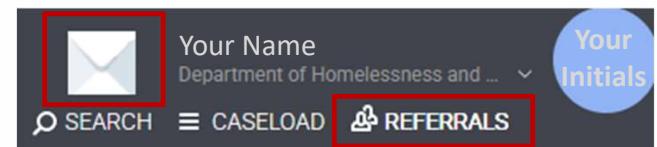
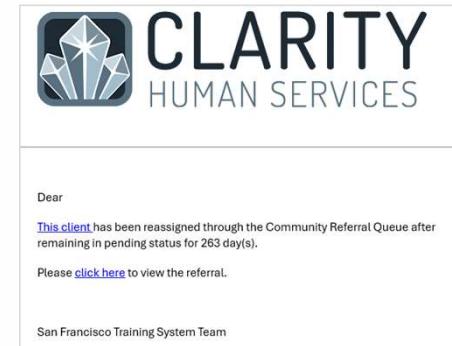
Case Management Provider

Case Management Provider



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 <input type="button" value="EDIT"/>
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 <input type="button" value="CHECK-IN"/>
Current Status	Pending <input checked="" type="checkbox"/>
Status Date	05/16/2025 1:00 PM <input type="button" value="EDIT"/>
New Status	Pending - In Process
Private	<input type="checkbox"/>



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	The client is over income 

Documenting Initial Outreach

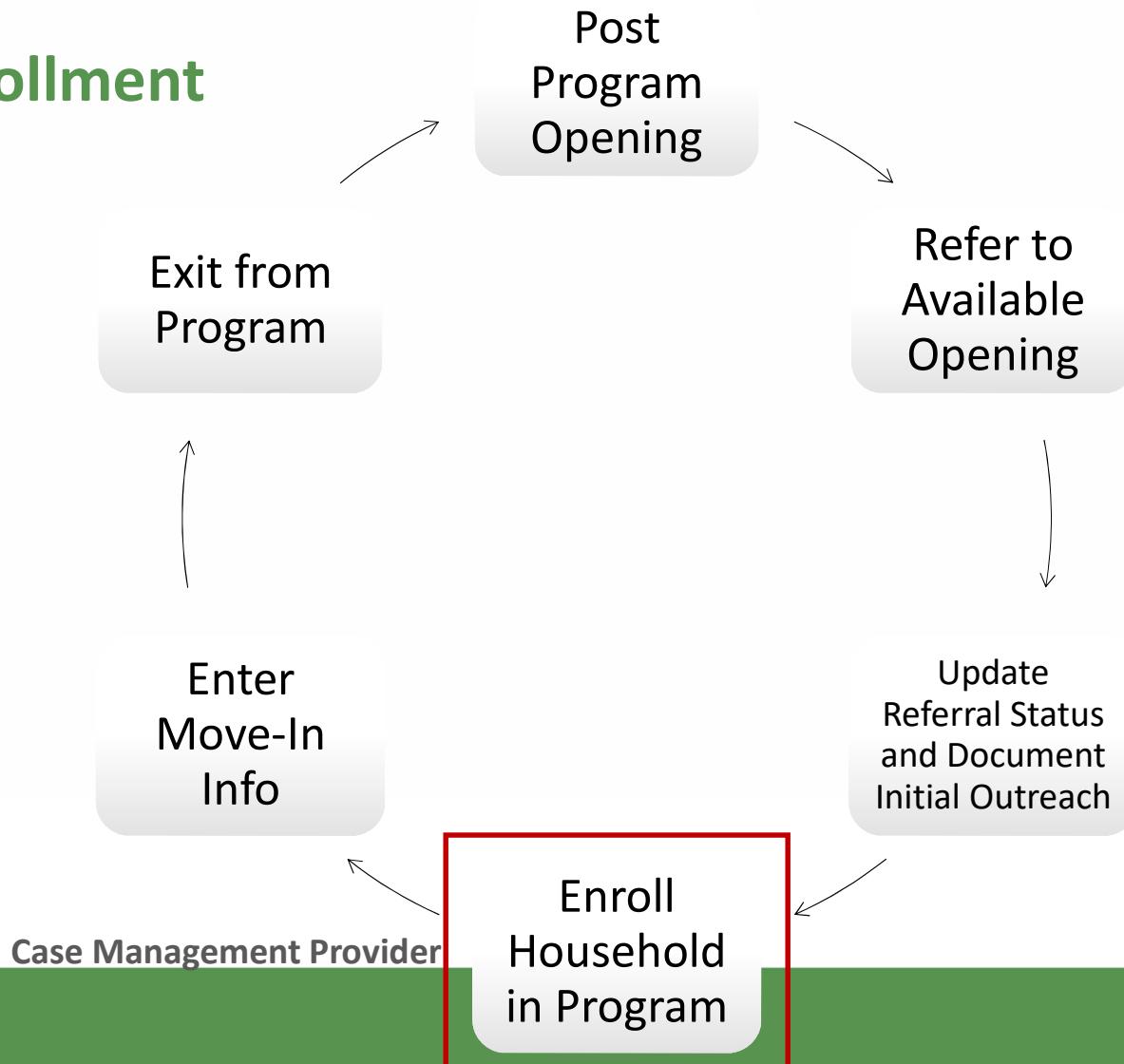
When the referral is accepted and before the client is enrolled in the program, Case Management Providers must document all initial outreach by entering SSHP Outreach services from the client profile

- 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



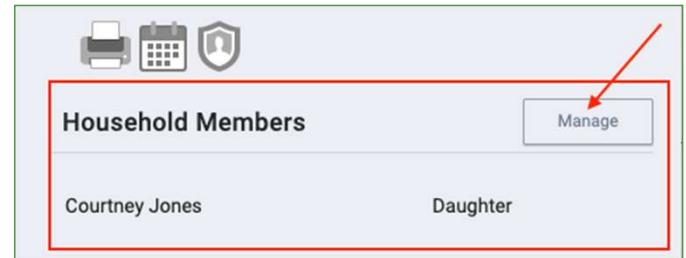
Program Enrollment

Case Management Provider



Manage Household Composition

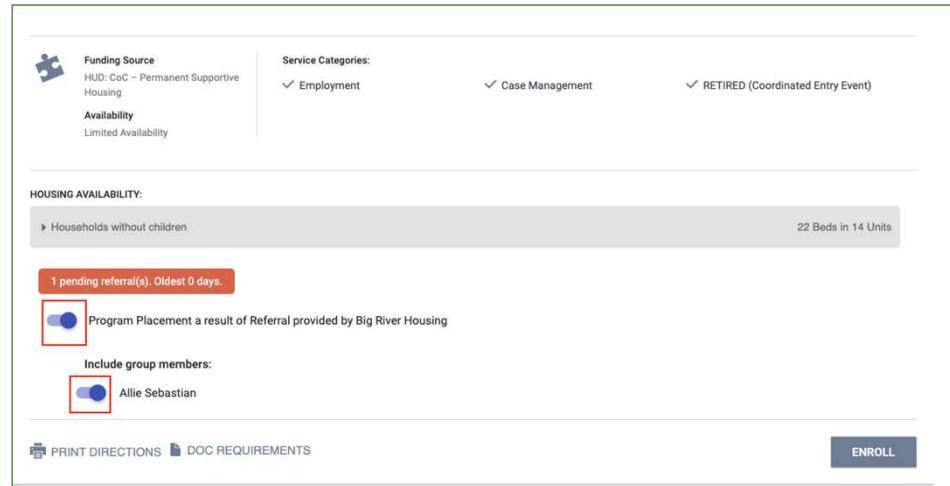
- Confirm household composition from client profile page
- Click **Manage** to add or remove household members if needed



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 program enrollment page with the following details:

- Funding Source:** HUD: CoC – Permanent Supportive Housing
- Service Categories:** Employment, Case Management, RETIRED (Coordinated Entry Event)
- Availability:** Limited Availability
- HOUSING AVAILABILITY:** Households without children, 22 Beds in 14 Units
- Pending Referral:** 1 pending referral(s), Oldest 0 days. (This box is highlighted in orange.)
- Toggle:** Program Placement a result of Referral provided by Big River Housing (This toggle is turned on, indicated by a blue circle.)
- Include group members:** Allie Sebastian (This toggle is turned on, indicated by a blue circle.)
- Buttons:** PRINT DIRECTIONS, DOC REQUIREMENTS, ENROLL (located at the bottom right)

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	<input type="text" value="12/12/25"/>
TRANSLATION ASSISTANCE NEEDED	
Translation Assistance Needed	<input type="checkbox"/>
HOUSING LOCATION INFORMATION	
Housing Location Provider	<input type="text"/>
CASE MANAGEMENT INFORMATION	
Case Management Provider	<input type="text"/>
Case Management Status	<input type="text"/>
COMPLETE HOUSING MOVE-IN DATE WHEN CLIENT MOVES INTO A PERMANENT HOUSING UNIT	
Housing Move-In Date	<input type="text" value="12/12/25"/>
Unit Number	<input type="text"/>
Address	<input type="text"/>
City	<input type="text"/>
Zip code	<input type="text"/>
Is this a shared housing destination?	
<input type="checkbox"/>	



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

Program Group Members 

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



Entering Move-In Information

Housing Location Provider

Post
Program
Opening

Exit from
Program

Refer to
Available
Opening

Enter
Move-In
Info

Update
Referral Status
and Document
Initial Outreach

Enroll
Household
in Program

Housing Location Provider



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 <input type="button" value="Change"/>
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 <input type="button" value="Change"/>
Unit Number	73
Address	1400 Van Ness Ave
City	San Francisco
Zip code	94109
Is this a shared housing destination? <input checked="" type="checkbox"/>	





DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

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



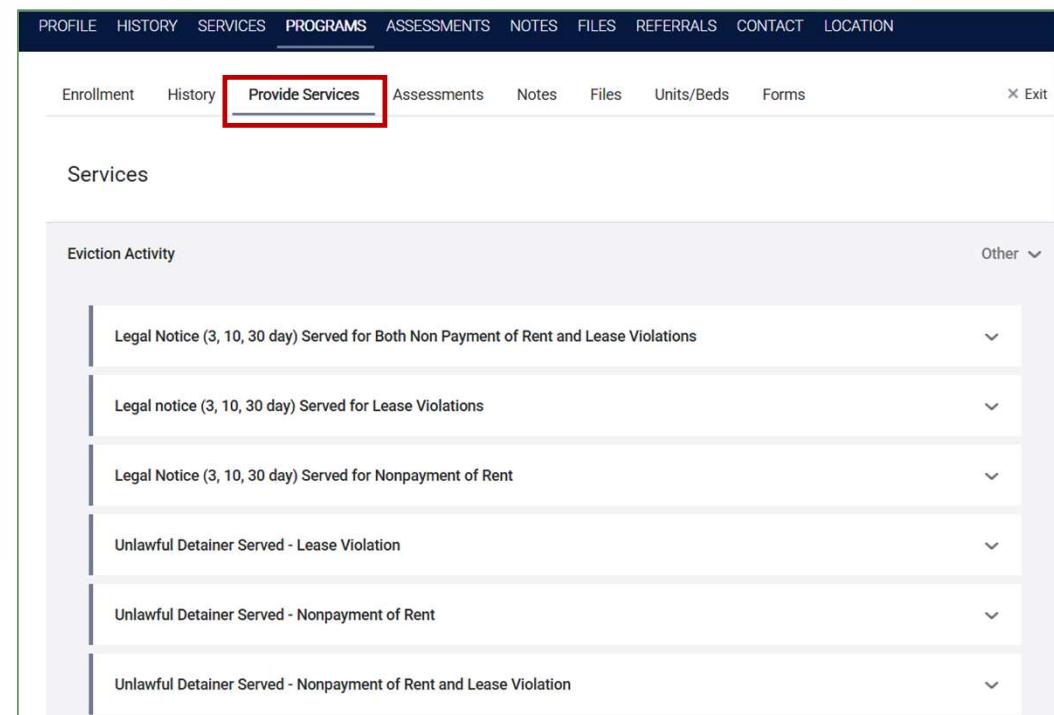
Annual Assessment Warnings

- 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 a software interface with a dark blue header bar containing navigation links: PROFILE, HISTORY, SERVICES, PROGRAMS (which is underlined and highlighted with a red box), ASSESSMENTS, NOTES, FILES, REFERRALS, CONTACT, and LOCATION. Below the header is a toolbar with buttons for Enrollment, History, Provide Services (which is underlined and highlighted with a red box), Assessments, Notes, Files, Units/Beds, and Forms, along with an Exit button. The main content area is titled 'Services' and contains a section titled 'Eviction Activity'. This section lists several service types, each with a dropdown arrow to its right: 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, and 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.

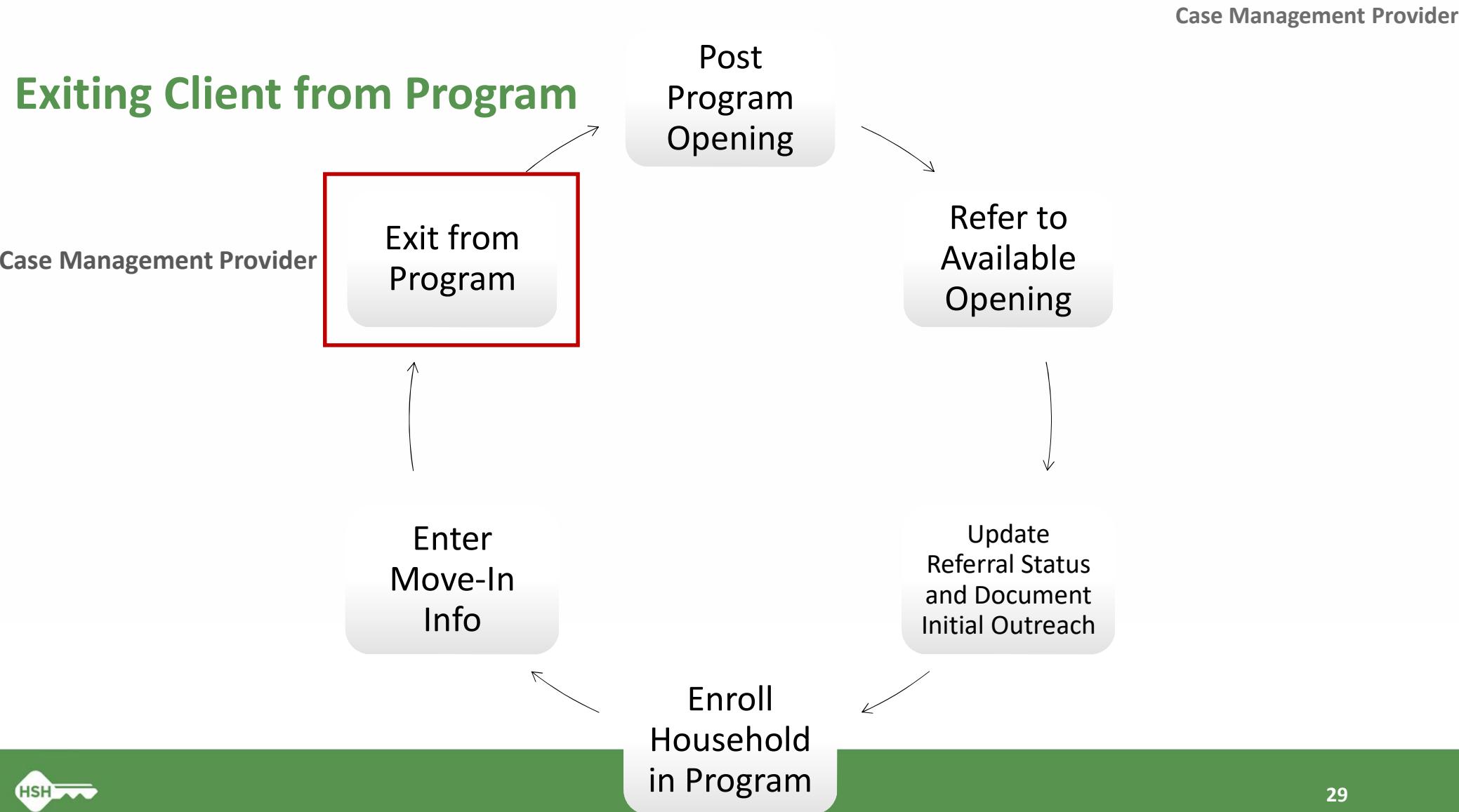
Uploading Other Files

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

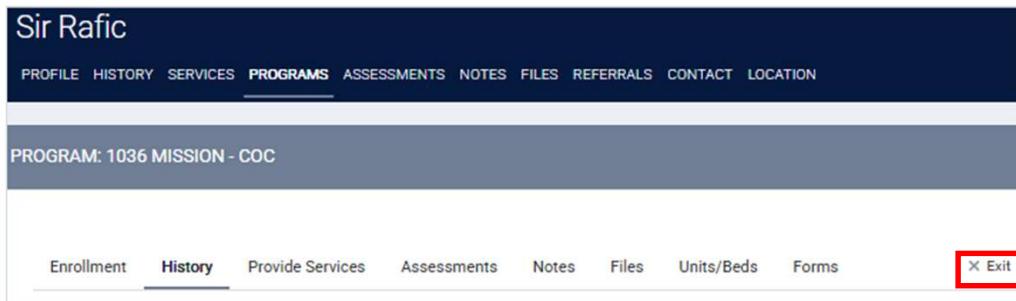
Uploading documents as they come in will ensure households housing navigation process will run smoothly.





Exiting Client from Program

- 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



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

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 funds

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 - 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 Corners
CASE MANAGEMENT INFORMATION	
Case Management Provider	Unity Care
Case Management Status	Re-enrolling 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 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.



Start Date	End Date	Type
10/01/2022	02/01/2023	Active Individual
10/01/2022	02/01/2024	Active Individual
10/01/2022	02/01/2024	Active Individual

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



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

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, ■ = 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						
<i>Program: Brilliant Corners - Flexible Housing Subsidy Pool Under 60 - Prop C</i>																						
The Blue, 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	n/a					
Pig, Pappa	FD94E92F8	12/01/1970	54	55	08/01/2025	-	131	undefined	0	5	0	O. Bernadet-Huey*	n/a	n/a	n/a	n/a	n/a					
Pig, George	FB6EE65DA	09/01/2015	10	10	11/01/2025	-	39	undefined	0	0	0	L. Asher	n/a	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	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	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	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	n/a					
August, Seth	266B02E8A	08/15/1970	55	55	10/01/2025	-	70	undefined	0	0	0	L. Asher	n/a	n/a	n/a	n/a	n/a					



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 (3.08)	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	48.92%								
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	48.92%								
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(AII), 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)	Number of months (3.917.5)	% 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%						
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	# 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 80 - Prop C												

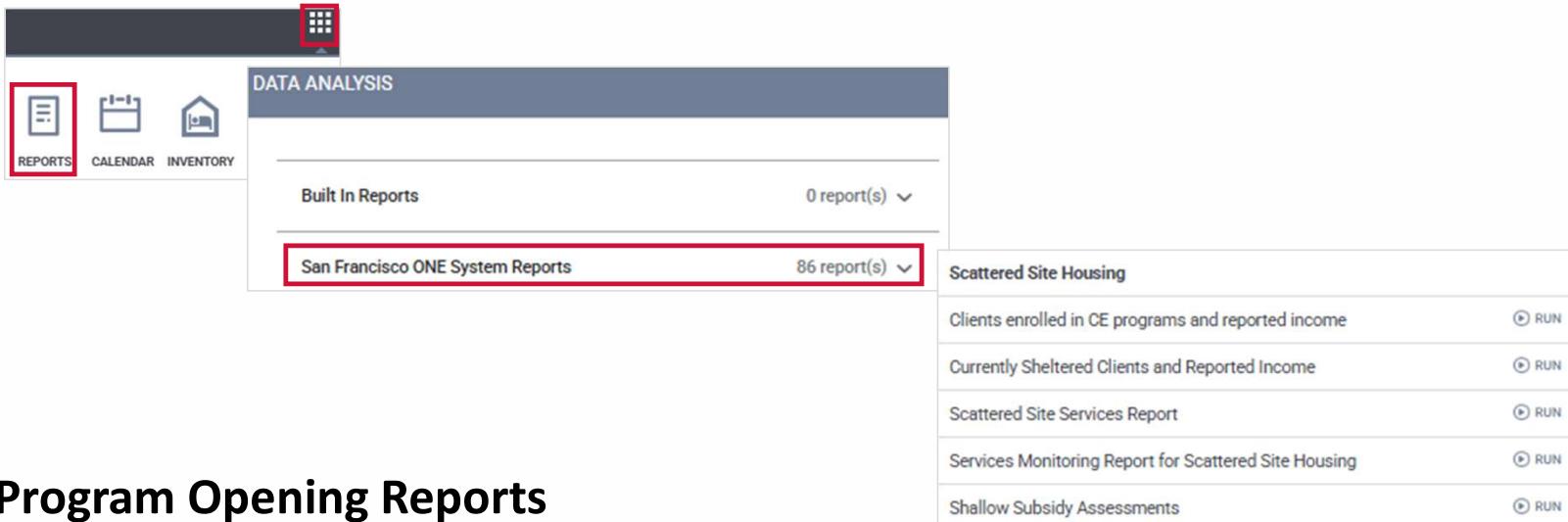
Wed Dec 10 02:41:23 PM 2025

1 / 1
Powered By CLARITY HUMAN SERVICES



Data Analysis Reports

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



Report Category	Report Name	Run Status
Scattered Site Housing	Clients enrolled in CE programs and reported income	RUN
Scattered Site Housing	Currently Sheltered Clients and Reported Income	RUN
Scattered Site Services Report		RUN
Scattered Site Services Report	Services Monitoring Report for Scattered Site Housing	RUN
Scattered Site Services Report	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
HOMELESSNESS AND
SUPPORTIVE HOUSING

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



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Thank you!

Learn: hsh.sfgov.org | Like: [@SanFranciscoHSH](https://www.facebook.com/SanFranciscoHSH) | Follow: [@SF_HSH](https://twitter.com/SF_HSH)