DEPARTMENT OF HOMELESSNESS AND SUPPORTIVE HOUSING

Scattered Site Housing in ONE

Updated September 2026

Brief Overview of ONE Setup

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

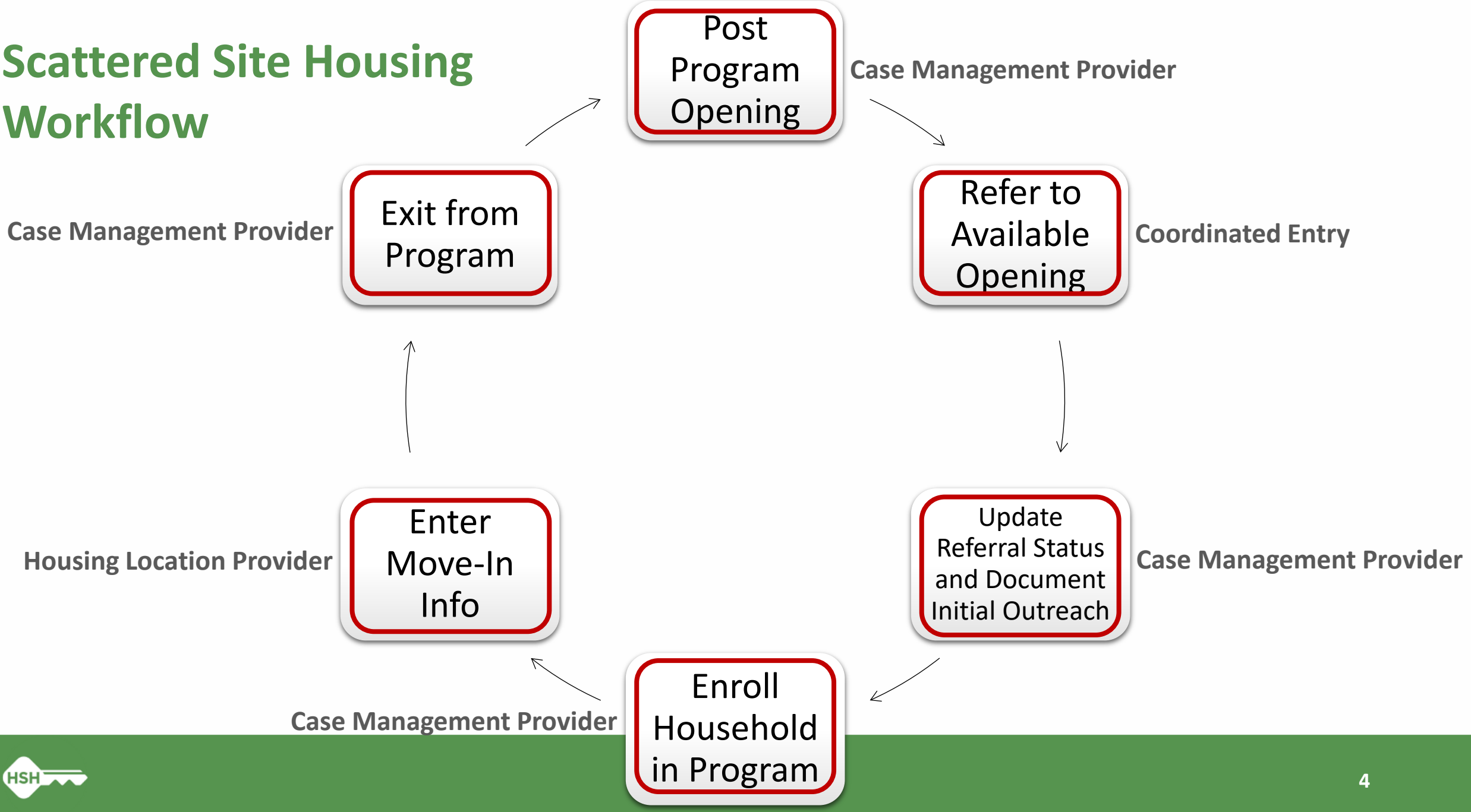
Remember: data isn’t just about numbers, it’s about people.

- Coordinated Entry
- Case Management Services
- Housing Location Services

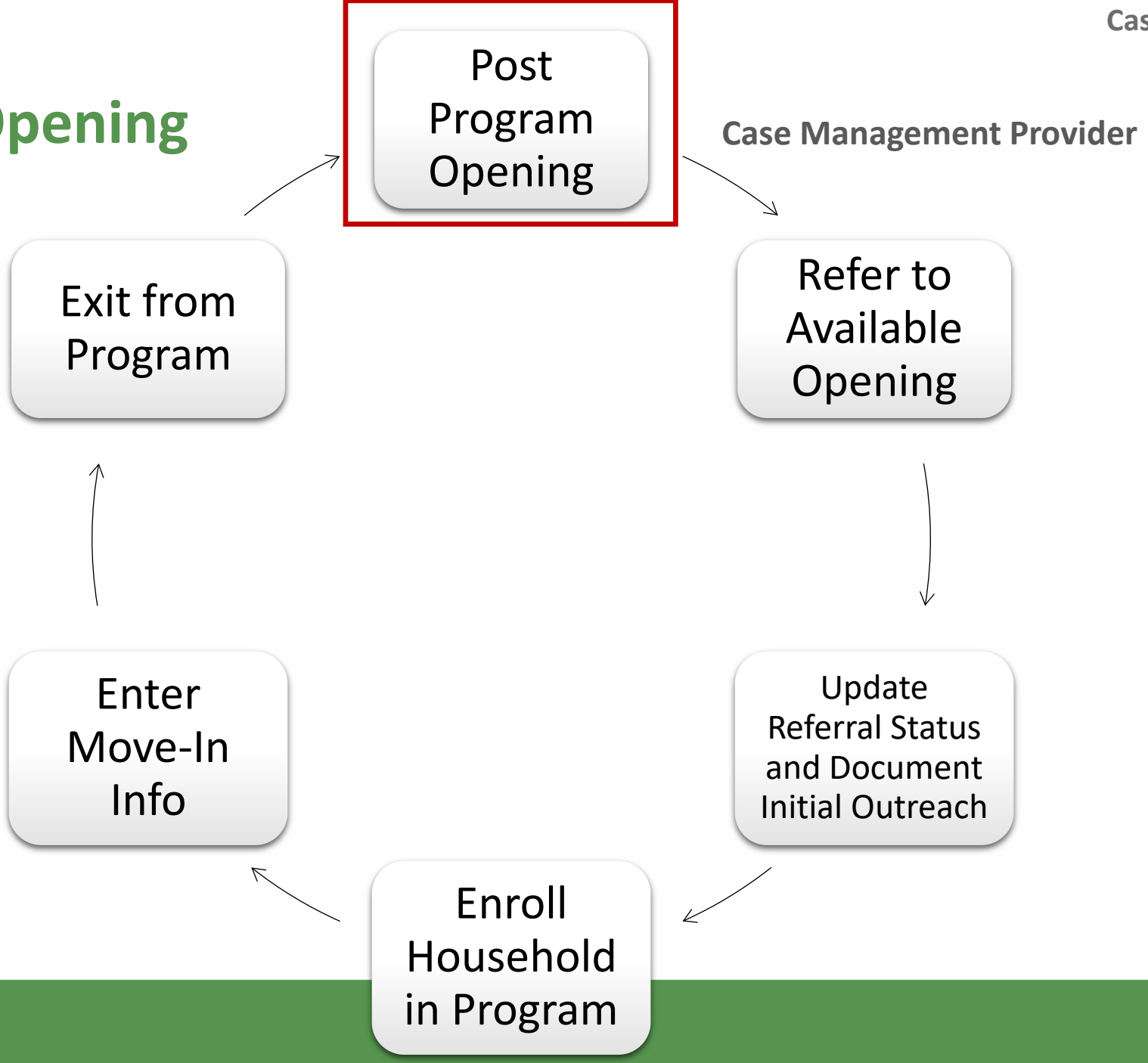
What am I responsible for?

- Case Management Providers
  - Posting openings
  - Processing referrals
  - Documenting initial outreach
  - Entering case management services
  - Entering program enrollments and exits
  - Completing annual assessments
  - 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



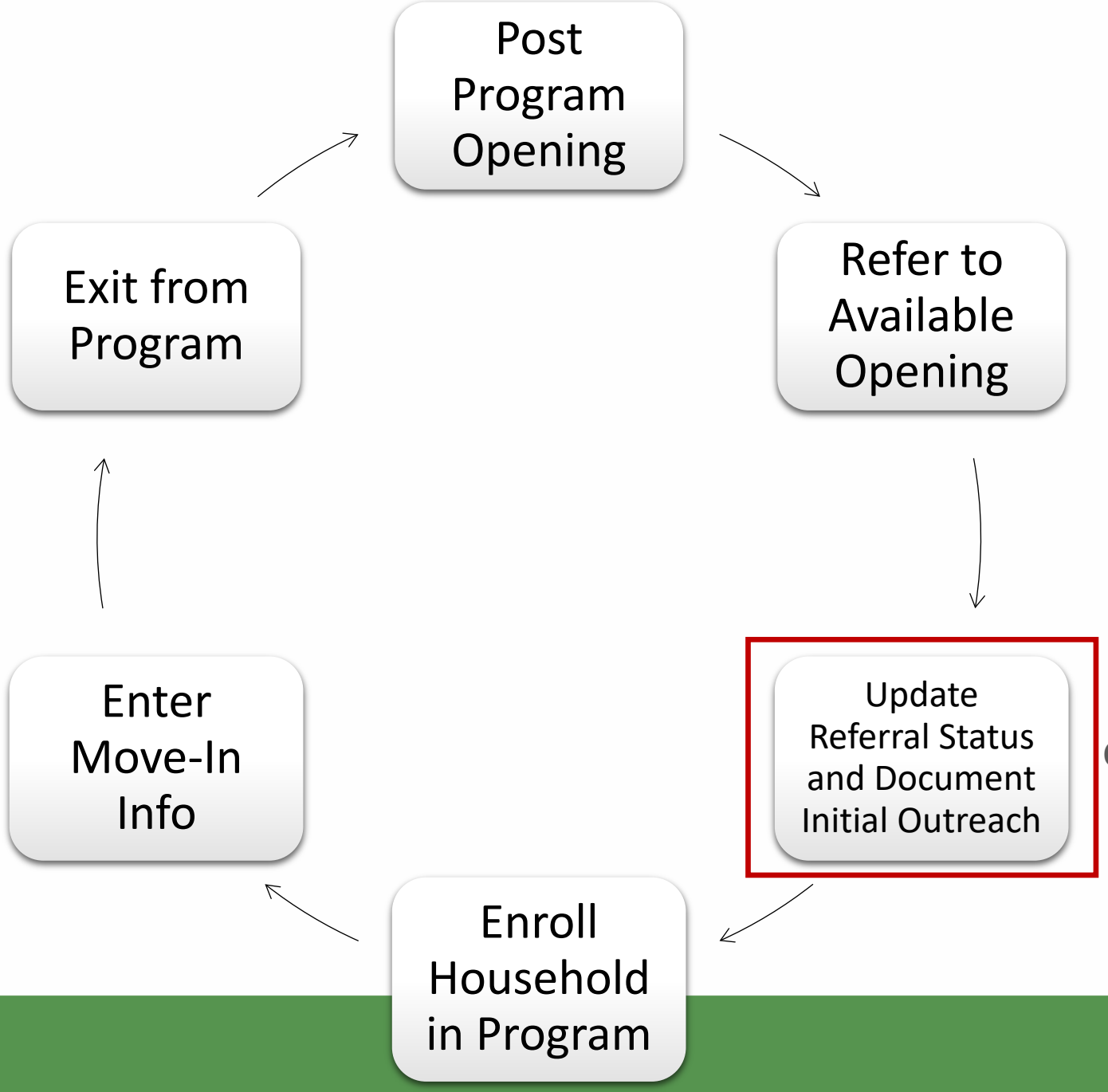
Posting Program Opening

- Program Openings ensure that households can be referred to a scattered site housing program.

- Program openings are specific to the households that can be served in a specific program.
  - Remember to toggle on the population the opening can serve

- Information posted on Program Openings include the date of the opening, additional notes with a unique label.

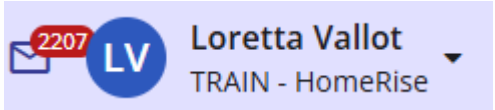
Accept Referral



Case Management Provider

Referrals

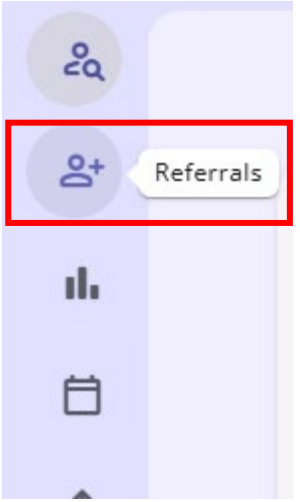
- Providers need to make sure the appropriate staff are set up to receive automatic referral notifications to their email and to their ONE inbox
  - Staff can then link directly to the referral from the message to update the status



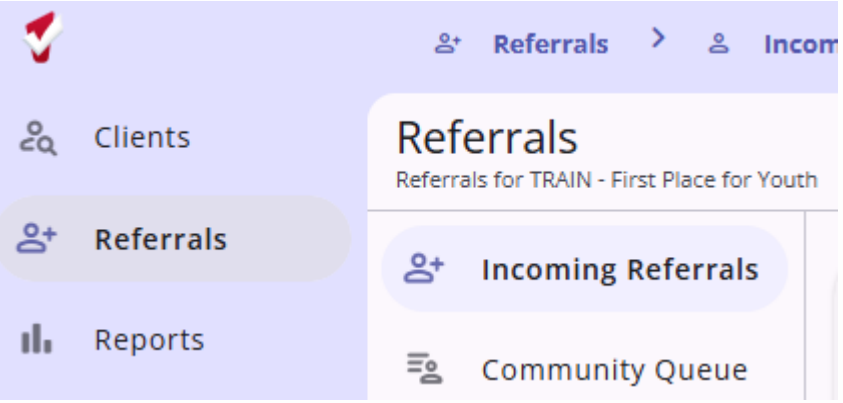
Dear Loretta Vallot,
This client has been reassigned through the Community Referral Queue after remaining in pending status for 12 day(s).
Please click here to view the referral.

San Francisco Training System Team

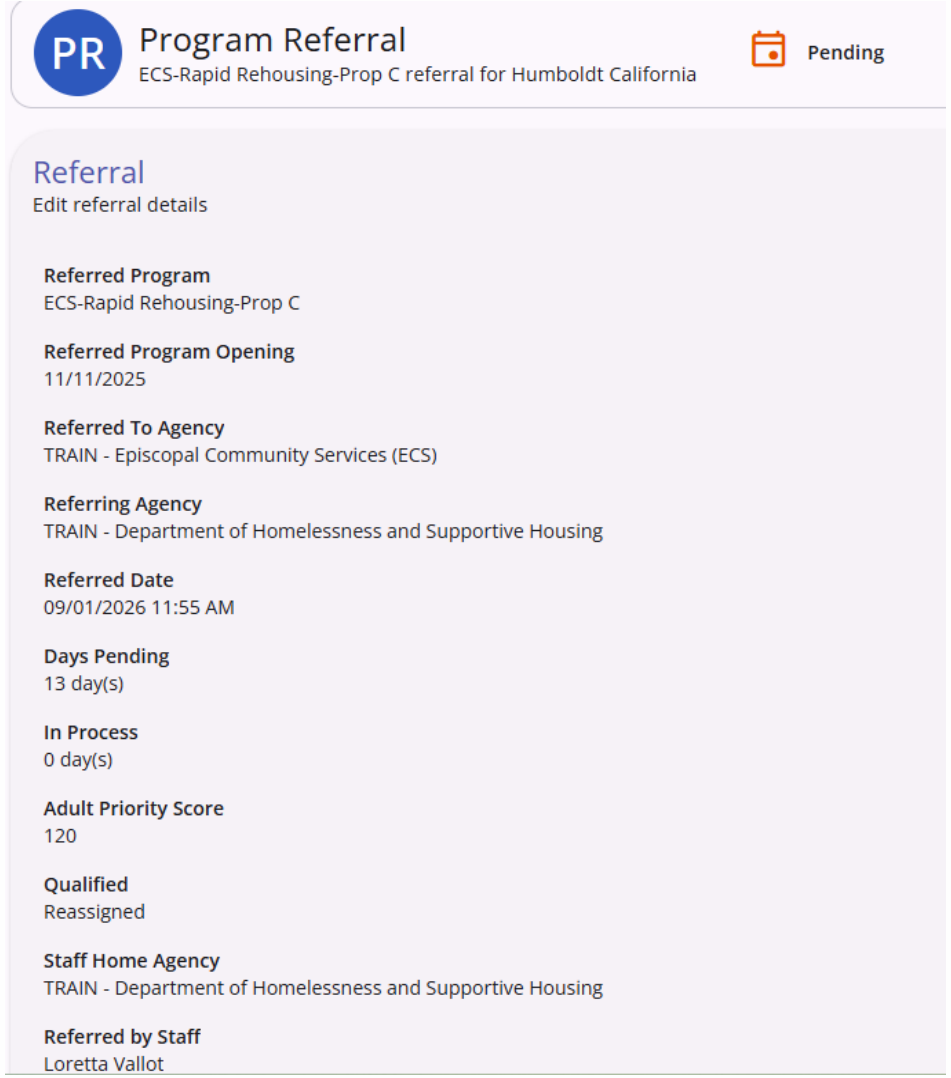
- Referrals are processed from the **Referrals** dashboard located on the left of the home page



Referral Status: Pending



View incoming referrals by clicking the referrals tab on the left of the home screen.

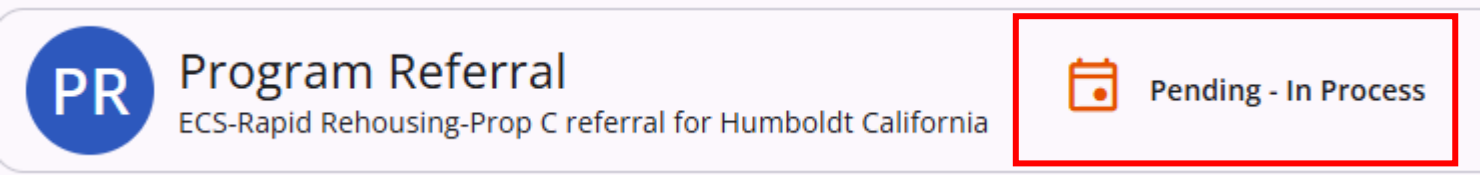


<u>NOTE:</u> YOU MUST BE UNDER THE CORRECT AGENCY IN ORDER TO VIEW INCOMING REFERRALS AND CHANGE STATUS!

Pending to Pending - In Process

- Change the referral status by clicking the pencil icon on top right hand corner. Be sure to update within **2 days** of receiving referral.

- This is completed when the status (located at the top of the **Program Referral** page) is updated to **Pending- In Process**

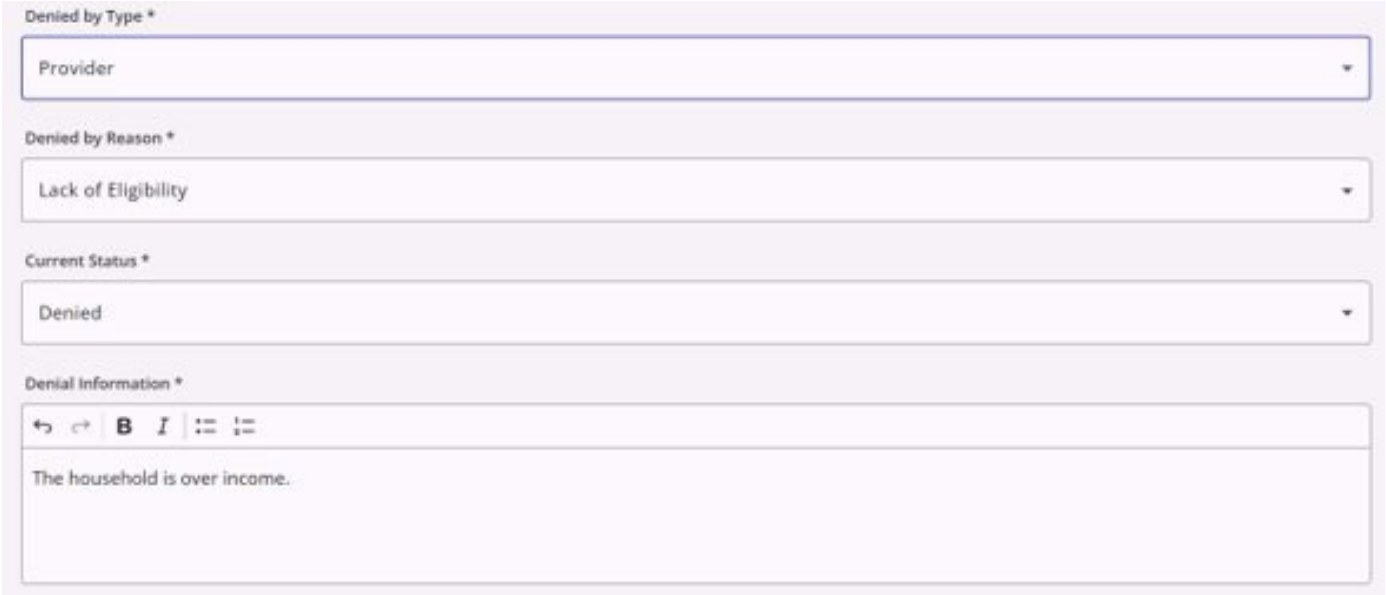


- By updating to **Pending - In Process**, this will notify the staff who made the referral, it has been received.

- Pending - In Process will ensure the referral does not expire during the process of getting household enrolled in the scattered site housing program.

Referral Status: Denied

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

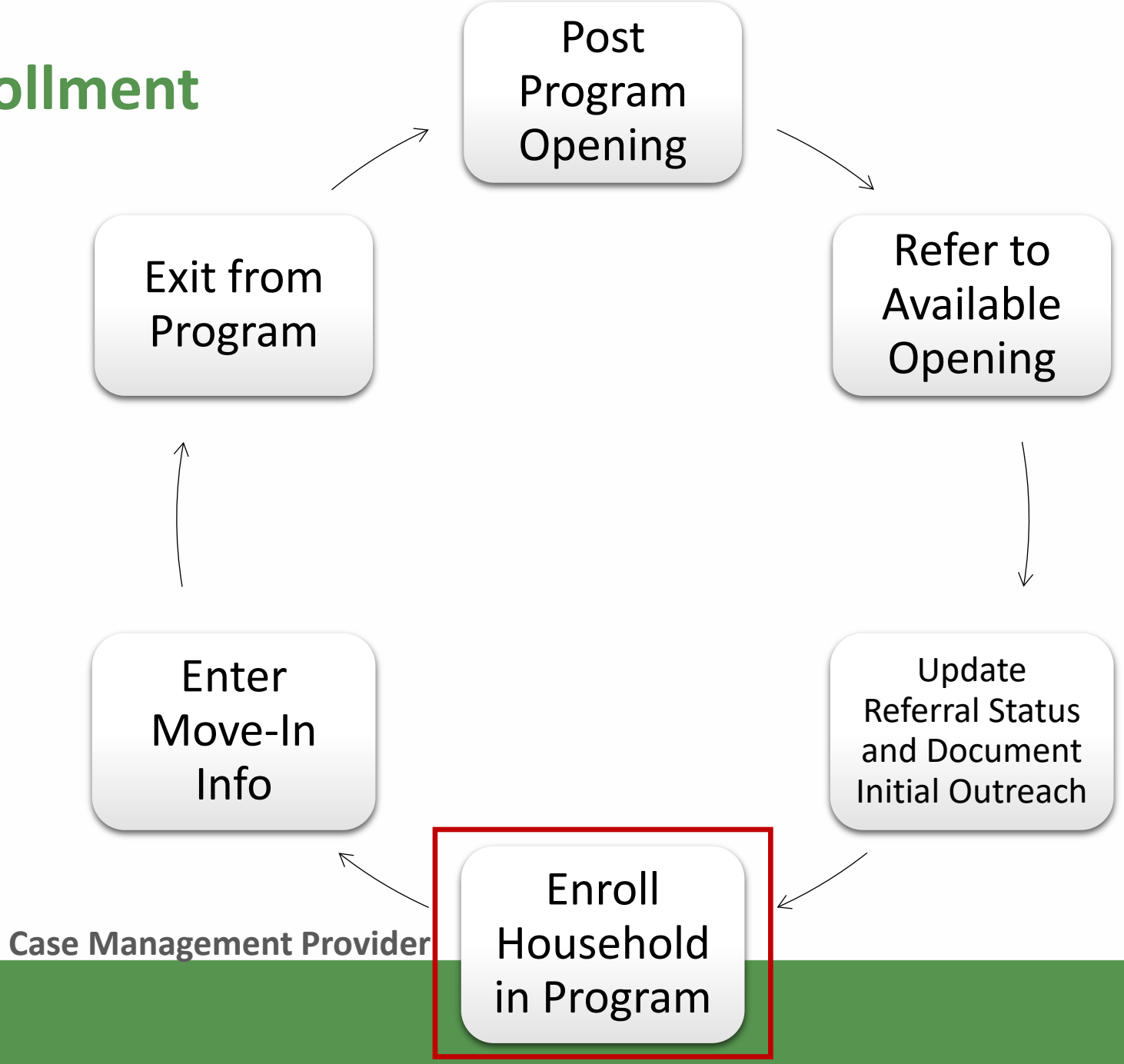


Documenting Initial Outreach

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

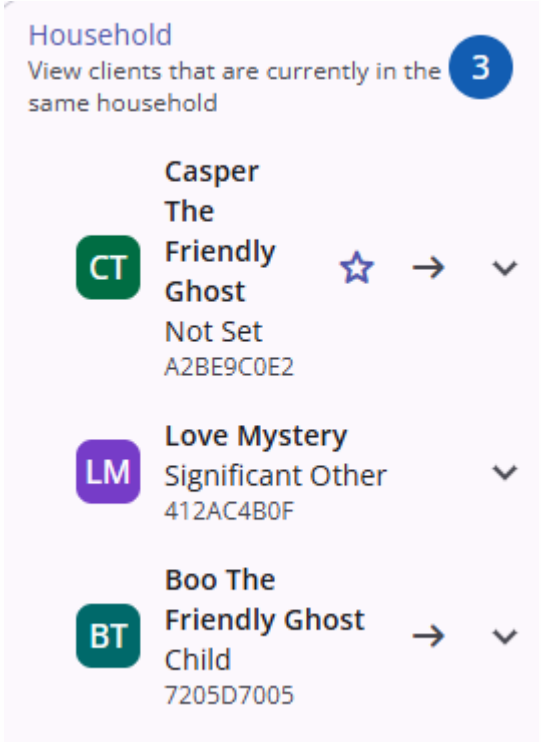
Program Enrollment

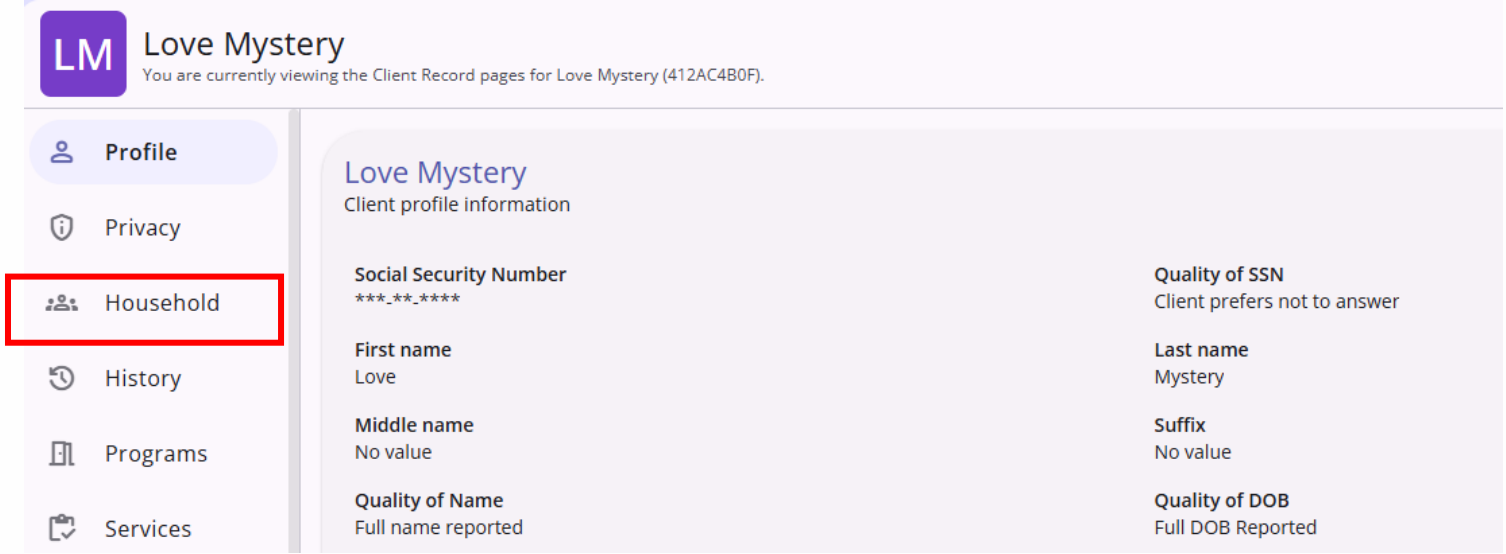


Case Management Provider

Manage Household Composition

- Confirm household composition on the right of the client profile page before program enrollment.
- Click **Household** tab to add or remove household members as needed





Program Enrollment

- New clients should be enrolled in the program within 3 days of move-in
- Enrollments complete referrals so the program opening and the household members should be accurate
- **Program Date** should be the date the household began receiving services
- **Housing Move-In Date** should be the date the household moved into their unit
- Complete as many fields as possible and update auto-populated fields, including the Case Management and Housing Location provider fields

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

Updating Care Team

- The **Care Team** includes all individuals working with the household in the Homelessness Response System
- 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

Assigned Staff

- The **Assigned Staff** should be all of the individuals working with the household in a specific program enrollment
- The individual who enrolled the household in the program will automatically be added as an assigned staff person
- You should add yourself as an assigned staff if you are working with the client as a:
  - Case Management Provider
- You should also remove anyone who you know is not part of the Care Team

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

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.

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

Logging Housing Move- In Financial Support

- Households receive **Housing Move- In Financial Support** to assist their transition into permanent housing in a scattered site setting

- Housing Location providers can log in these instances in ONE, which should include the expense amount

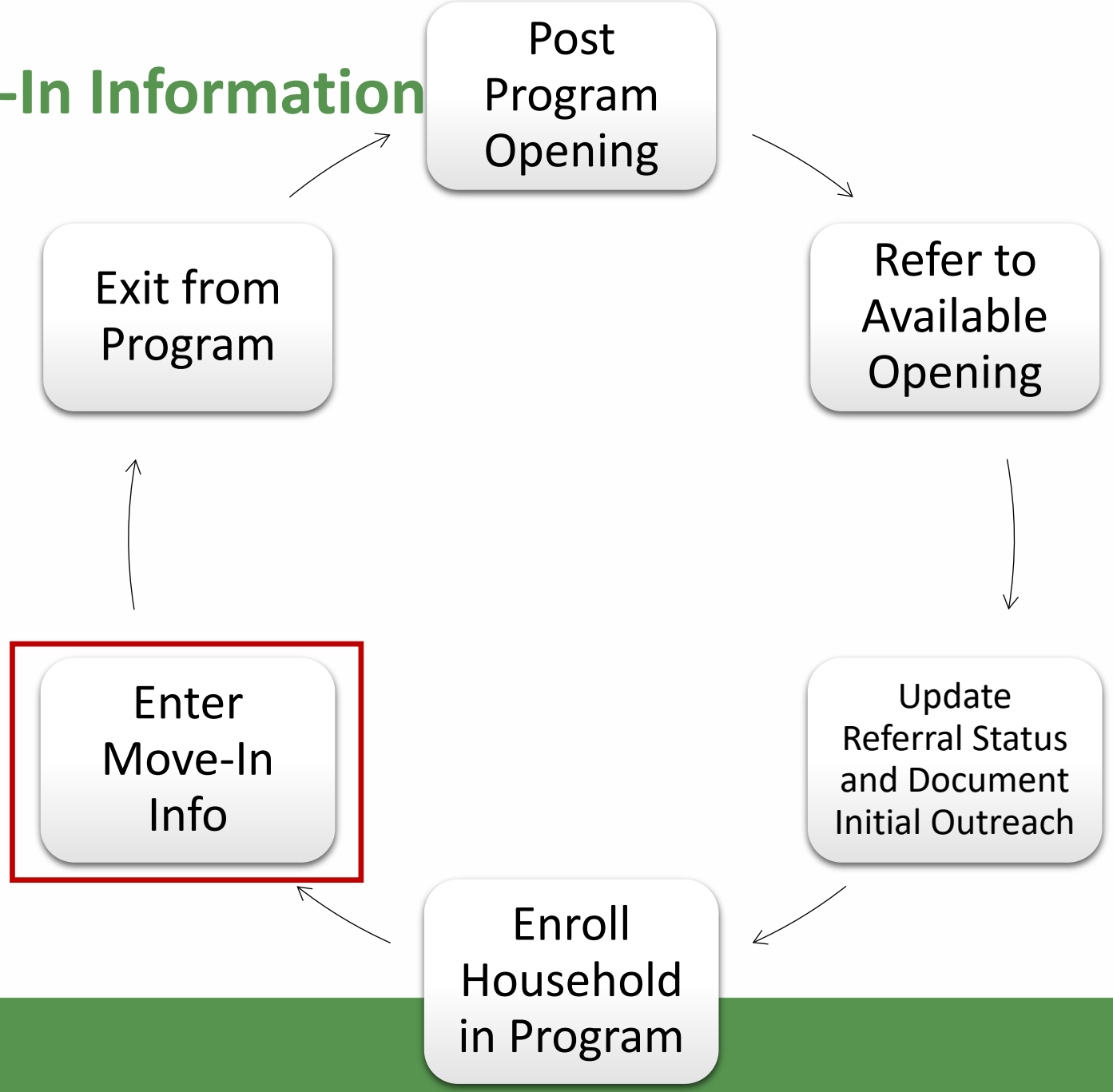
- Support can include:
  - Furniture Costs
  - Renter's Insurance
  - Security Deposit
  - Utilities

Add Household Member to Program Enrollment

- Ensure the additional household member is linked to the client's profile
- The additional household member should not be enrolled in the program separately, they should be grouped into the existing enrollment
- Click the **Group** tab within the program enrollment
  - Click the ⊕ sign to add the additional household member(s)
  - Select the household member(s) needed to be added to the program enrollment
  - Click **Next**
- Fill out the new **Program Enrollment** form for the added member(s)
  - The **Program Date** should be the day they began receiving services with the household

Be sure the head of household is designated in the enrollment

Entering Move-In Information



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

Complete Housing Move-In Date When Client Moves Into a Permanent Housing Unit

Housing Move-In Date

06/01/2026

MM/DD/YYYY

Unit Number

3

Address

123 Eves Drive Unit B

City

Oakland

Zip code

94612

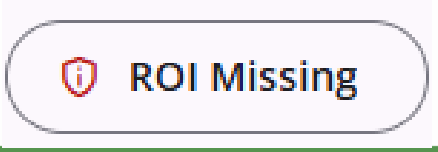
Annual Assessments

- **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
- Add yourself as an **Assigned Staff** to the program enrollment if you would like to receive a warning when the assessment is coming due
  - You are automatically listed as an Assigned Staff if you did the program enrollment

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:
  - An electronic signature recorded in the **Privacy** section of client profile **OR**
  - A signed HRS ROI uploaded in the **Privacy** section of the client profile

Client profiles with missing or expired HRS ROIs are flagged

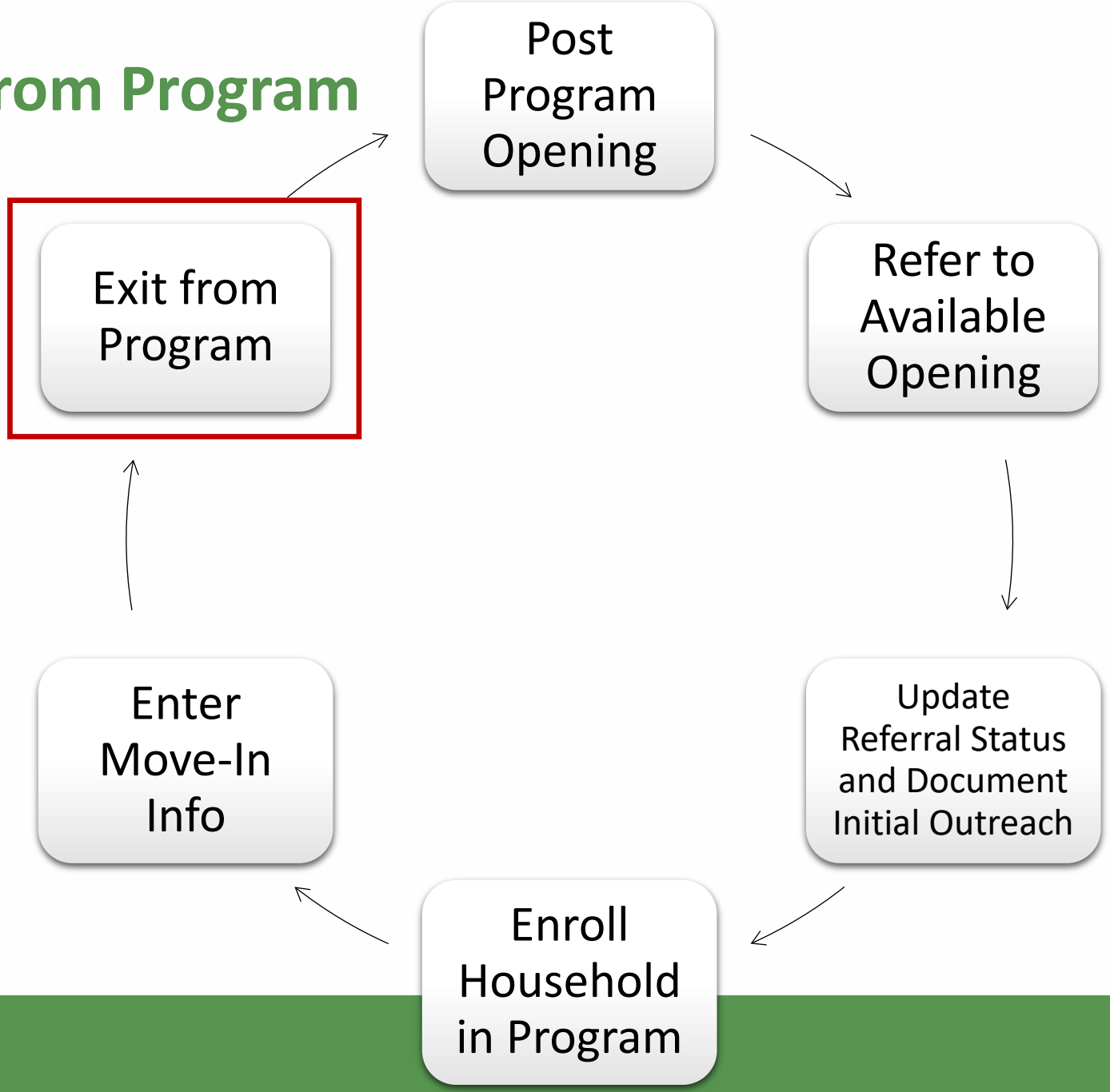


Tracking Eviction Notices & Unlawful Detainers

- HSH uses eviction data to understand trends, analyze equity, and report to the Board of Supervisors
- Eviction notices and Unlawful Detainers are recorded in ONE as **Eviction Activity** services within the program enrollment
- **Eviction Activity** services must be added within 3 days of service on the tenant
- The **Event Date** should match the date the notice or UD was served on the tenant

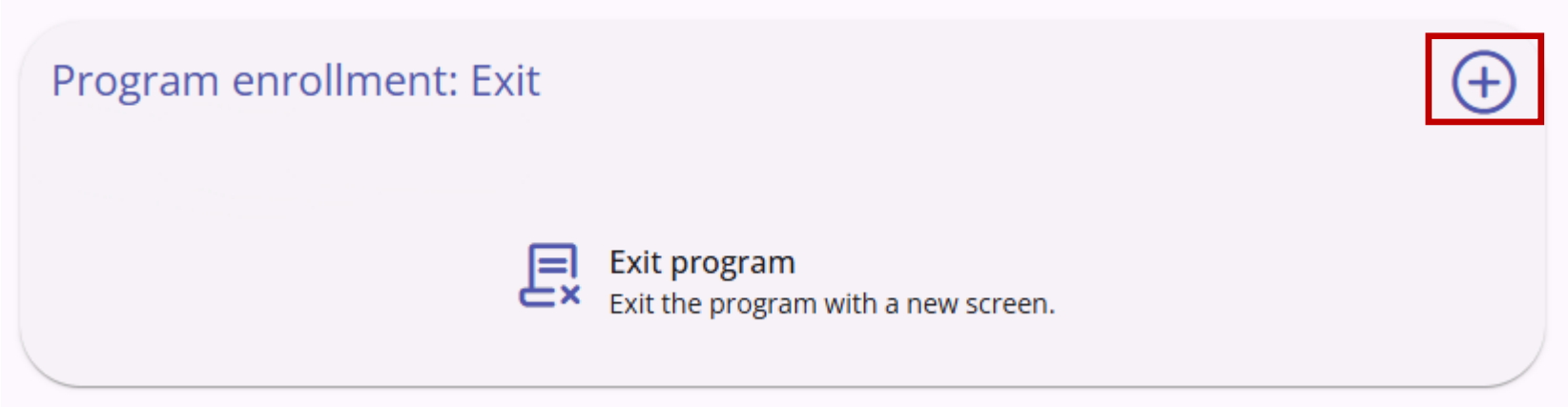
Exiting Client from Program

Case Management Provider



Program Exit

- Clients should be exited from a program when they are no longer receiving services
- Click the "+" sign to open the exit screen to complete the program exit



- Program exits must be completed for every household member

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.

- 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.

LEAVE MOVE- IN DATE 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 *

RRH or equivalent subsidy

Length of Stay in Prior Living Situation *

One year or longer

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

10/01/2026

MM/DD/YYYY

Unit Number

2

Address

2800 Iceman Road

City

Oakland

Zip code

94606

Multiple Program Enrollments

- Within 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	Entry Date	Exit Date
BC **Brilliant Corners - Flexible Housing Subsidy Pool - Prop C** PH – Housing with Services (no disability required for entry) TRAIN - Brilliant Corners	9/2/26 1 days ago	Active
ES **ECS: SOMA Access Point** Coordinated Entry TRAIN - San Francisco Adult Coordinated Entry Agency	7/1/26 2 months 2 days ago	8/1/26 1 months 2 days ago
BC **Brilliant Corners - Flexible Housing Subsidy Pool - Prop C** PH – Housing with Services (no disability required for entry) TRAIN - Brilliant Corners	7/1/26 2 months 2 days ago	9/2/26 1 days ago

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

Report Library Report: [GNRL-106] Program Roster

Accessed under: Reports > Report Library > Program Based Reports > Program Roster

- 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
Program: Brilliant Corners - Flexible Housing Subsidy Pool Under 60 - Prop C																
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
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 Report: [GNRL- 409] Annual Assessment Overview

Assessed Under: Reports > Reports Library > Program Based Reports > Annual Assessment Overview

- Can be filtered with specific **Annual Assessment Status(es)**, such as:
  - Past Due
  - Due
  - Completed Out Range
  - Assessment Window Opening in 30 Days
- The Report Start Date can be set at any date.
  - The most current information should be set at the current date

Data Analysis Report: Program Openings Report

Accessed under: Reports > Data Analysis > San Francisco ONE System Reports

This report is found under the **Adult, Family and Youth Coordinated Entry** sections.

- Use the **Program Opening Status** filter to view openings that have been assigned to a household **(Reserved)** or openings that are available for a new referral **(Unreserved)**

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

Data Analysis Report: Client ROI Audit Report

Assessed Under: Reports > Data Analysis > San Francisco ONE System Reports
This report can be found under the **Data Quality** section

- The **Agency** Name is a required field
- The report should be filter for a specific **Program Name** under that agency
  - This field is not required
- The **Active ROI** field can identify ROIs that are either in compliance **(Yes)** or not in compliance **(No)**
  - This filter is not required and defaults to seeing everyone's ROI status for households enrolled in the agency/ program

When should I go to the Help Desk?

Example Scenarios:

- I accidently 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 ONESF 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