



Family Temporary Shelter ONE System Workflow Toolkit

Updated September 2026

Inventory in the ONE System allows for precise tracking of units, beds, and associated clients for Family Shelters. As you use this guide, please note that in the context of Family Shelter, “units” and “beds” are interchangeable terms depending on the program. Note that Urgent Accommodation Voucher (UAV) and Family Stay-Over programs are not using inventory at this time.

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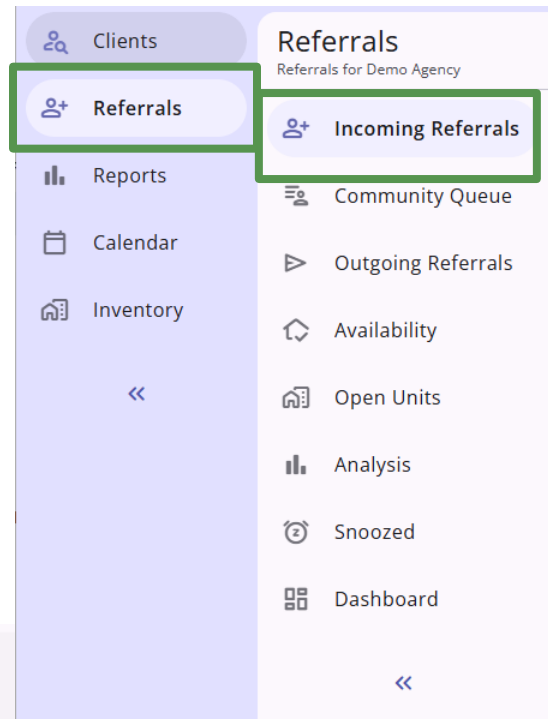
Monitor Incoming Referrals



The Referrals tab displays incoming referrals. If you would like to receive an alert via email every time a referral is sent to your program, email onesf@bitfocus.com to request this setup.

Use the **Referrals** tab to monitor incoming referrals to your shelter or transitional housing program. The head of household's profile can be accessed directly from the Referral tab and enrolled to a program.

1. Select the **Referrals** tab in the primary navigation menu of the ONE System. You can expand or collapse the vertical menus using the >> button at the bottom.
2. Under **Incoming Referrals**, all active referrals to your Agency will be displayed. The program destination for each client is displayed next to their name. Please note that only the Head of Household will appear in the Pending Referrals tab.



Incoming Referrals
View a list of the incoming referrals for TRAIN - Compass Family Services

Referral Status : 2 selected

Client	Program	Referral Date	Days Pending	Referral Status
Minnie Mouse Referred by TRAIN - San Francisco Family Coordinated Entry Agency	Compass Family Shelter TRAIN - Compass Family Services	9/22/26 Today	0 day	Pending Today

Referral destination

1 - 1 of 1

Since all referrals to your Agency are shown, you may see referrals to multiple programs. You can use the *Program* column to sort referrals by program or use the *Search* bar to search for a client name.

NOTE: For congregate shelter (Hamilton Family Emergency Center), each bunkbed is set up as an Inventory "unit". If a family needs to occupy more than one bunkbed, the Family Access Points have been instructed to refer the head of household to one bunkbed, and list additional bunkbeds being held for the family in the referral notes. To view the referral notes, you will need to open the



referral to view the “Notes” section. Then you can hit the back button on your browser to return to the Pending Referrals page and continue to step 3.

3. Click the client’s entry on the list to open their program referral. You can proceed to the next section of this guide.



Accept Referral and Enroll Family in Program

Enroll the family in the program as soon as possible when they arrive. If they do not arrive, deny the referral as soon as you know they are not coming, or by the end of your intake window. Navigate to the head of household's profile and the **Programs** tab in their record. Select the correct program under **Available Programs**. Ensure that the program is marked as "Pending Referral". Enroll the head of household and other household members.

1. From the **Incoming Referrals** list, click the client's name you wish to enroll to view the program referral. From the program referral, you can select the **View Client** button to open the client's record. You can also open the client's record directly from search. Once in the client record, open **Programs** on the client menu, and hit the (+) plus sign button to add a new program enrollment.

Referrals
Referrals for TRAIN - Compass Family Services

Incoming Referrals
View a list of the incoming referrals for TRAIN - Compass Family Services

Referral Status: 2 selected

Client	Program	Referral Date	Days Pending	Referral Status
MM Minnie Mouse Referred by TRAIN - San Francisco Family Coordinated Entry Agency	CF Compass Family Shelter TRAIN - Compass Family Services	9/22/26 Today	0 day	Pending Today

Program Referral
Compass Family Shelter referral for Minnie Mouse

Pending

Check-In View Client

Referral
Edit referral details

MM Minnie Mouse
You are currently viewing the Client Record pages for Minnie Mouse (C2371F020).

Program Referral No Contact Information

Programs

Program enrollments
Program enrollment history for Minnie Mouse

Program Name	Entry Date	Exit Date	Created by
HS HSH Staff Coordinated Entry TRAIN - San Francisco Family Coordinated Entry Agency	9/22/26 Today	Active	TU Test User TRAIN - San Francisco Family Coordinated Entry Agency Added by Test User from primary agency TRAIN - Department of Homelessness and Supportive Housing



2. The **Add program enrollment** screen will open from the right-hand side. In step 1, you will be prompted to select a program. You might need to scroll to find the appropriate program. The program will be flagged to show it has an active referral. Select the program and click **Next**.

The screenshot shows the 'Add program enrollment' screen with a purple header and a close button (X) in the top right. Below the header, a step indicator shows '1 Select program'. The main content area is titled 'Available Programs' with the instruction 'Select the program for the enrollment'. A table lists three programs: 'Compass Family Shelter' (CF) with a 'Pending Referral to Unit: 101 (Referral date: 9/22/2026)', 'ESG-Compass Homeless Prevention Program' (EH), and 'SF HOME-HPA GF' (SH). The first row is highlighted with a green border. At the bottom right of the table, it says '11 - 13 of 13' with left and right arrow icons. A blue 'Next' button is at the bottom center.

Name
Compass Family Shelter
ESG-Compass Homeless Prevention Program
SF HOME-HPA GF

3. In step 2, you will be prompted to include household members. Be sure to toggle **ON** all members of the household who are part of the stay.

The screenshot shows the 'Add program enrollment' screen with a purple header and a close button (X) in the top right. Below the header, a step indicator shows '2 Include household members (optional)'. The main content area is titled 'Select members (optional)' with the instruction 'You can select other household members below to add to the enrollment or just leave this empty and save to continue.' Below this, it says 'Program Placement a result of Referral to 101 provided by TRAIN - San Francisco Family Coordinated Entry Agency'. Under the heading 'Household Members', there are two entries: 'Minnie Mouse' and 'Mickey Mouse'. The 'Mickey Mouse' entry has a blue toggle switch that is turned on (checked). At the bottom, there are 'Back' and 'Next' buttons.

Program Placement a result of Referral to 101 provided by TRAIN - San Francisco Family Coordinated Entry Agency

Household Members

Minnie Mouse

☒ Mickey Mouse



4. Complete the entry screens for all household members, answering all questions.

NOTE: For congregate shelter (Hamilton Family Emergency Center), you may need to assign one or more additional bunkbeds (based on the referral note from the Family Access Point) to additional family members as you complete their program enrollment.



Deny a Referral

If a household refuses placement, does not show up, or was referred to a unit/bed that can't accommodate them, you will need to **deny** the referral. Follow the instructions below carefully to ensure the referral is properly processed. This step is very important—if a referral is not denied, the bed will continue to appear as Pending Occupancy and you will be unable to accept another family to the unit/bed.

From **Referrals** in the primary navigation menu, select **Incoming Referrals** to see all pending referrals for your agency.

Referrals
Referrals for TRAIN - Compass Family Services

Incoming Referrals

View a list of the incoming referrals for TRAIN - Compass Family Services

Referral Status : 2 selected

Client	Program	Referral Date	Days Pending	Referral Status
Minnie Mouse Referred by TRAIN - San Francisco Family Coordinated Entry Agency	Compass Family Shelter TRAIN - Compass Family Services	9/22/26 Today	0 day	Pending Today

1 - 1 of 1

Select the client referral that you need to update. Clicking on the entry will open the referral record. Within the referral, click the pencil icon in the top right corner to edit the referral:

PR Program Referral
Compass Family Shelter referral for Minnie Mouse

Pending

Check-In View Client

Referral
Edit referral details

Referred Program
Compass Family Shelter

Referred Unit
101

Current Status *

Pending

Pending

Denied

Expired

Pending - In Process

Manage notes for the referral

Scroll to the bottom of the referral record and update the **Current Status** field. When you change the status from Pending to **Denied**, additional fields will appear on screen to be completed.



Once you have selected Denied from the **Current Status** menu, additional fields will appear. Select the appropriate denial type and reason. Below is an example of what to choose if the family refuses placement and says they are no longer interested in shelter. In cases where the family was referred to the wrong program, was found ineligible for the program, or had a reasonable accommodation the shelter could not fulfill, please select “Yes” for the “Send to Community Queue” dropdown.

Current Status	Denied
Denied By Type	Client
Denied by Reason	Client refused services OR Client did not show up or call
Denial Information	Please enter note with additional details
Send to Community Queue	No



Denied by Type *

Client

Denied by Reason *

Client refused services

Current Status *

Denied

Denial Information *

↩ ↪ B I :: !=

Client came to shelter but stated they did not want to stay.

Status Date *

09/23/2026 2:01 PM

Send to Community Queue *

☒ No ☐ Yes

Cancel Save

Then click **Save Changes** to complete the denial.



Transferring a Family to a New Unit/Bed

When a family needs to switch units/beds, begin by searching for the head of household. Open their profile, select Programs from the client menu and then open the appropriate program. Navigate to the Units/Beds tab on the program menu. After adding an end date to their current occupancy, add their new Unit/Bed.

1. Open the client's profile and navigate to their current enrollment at your site. Under the **Units/Beds** tab, you will see their current bed assignment. Changes can be made by clicking the action menu (three dots) on the right and selecting **Edit**.

The screenshot displays the HSH ONE System interface for a client profile. The top navigation bar includes tabs for Events, Assessments, Notes, Units/Beds (highlighted with a green box), Files, Forms, Assigned Staff, and Exit. The Units/Beds tab shows a table with columns for Unit / Bed, Start Date, and End Date. A row for unit 101 at the Mayfair Hotel is shown with a start date of 9/23/26. An action menu (three dots) on the right of this row is highlighted with a green box, and the 'Edit' option is selected. Below the table, an 'Edit Occupancy' modal is open, showing the current occupancy details. The 'End Date & End Time' section is highlighted with a green box, showing the end date as 09/24/2026 and end time as 3:30 PM. The 'Save' button is visible at the bottom of the modal.

Compass Family Shelter
TRAIN - Compass Family Services
Emergency Shelter - Entry Exit

9/23/26 - Active Today

Units/Beds

Manage agency-level occupancy and view all units/beds for Minnie Mouse.

Unit / Bed	Start Date	End Date
101 Compass Family Shelter at the Mayfair Hotel	9/23/26	(No value)

Edit

View Audit Log

Delete

Edit Occupancy

Unit/Bed Occupancy

Title
101
Compass Family Shelter at the Mayfair Hotel

Start Date & Start Time
09/23/2026 2:15 PM

End Date & End Time
No value

Edit Occupancy

Unit/Bed Occupancy

Title
101
Compass Family Shelter at the Mayfair Hotel

Start Date & Start Time *

09/23/2026 2:15 PM

End Date & End Time

09/24/2026 3:30 PM

Cancel Save

2. An end date and time must be entered to end their current bed assignment. Select the **Save** button to update the record.



3. Stay on the Units/Beds tab and select the **(+)** plus button to assign a new bed.



4. The Add a Unit/Bed Occupancy screen will appear. Fill in the start date and *leave the end date blank*. Turn **on** the **Eligibility Override** toggle. Under the **Available Units/Beds** list, select the new bed. Click **Save** to assign the head of household to their new unit/bed.

A screenshot of a mobile application screen titled "Add a Unit/Bed Occupancy" with a close button (X) in the top right corner. The screen has a light purple background. Inside, there is a white box with a lock icon in the top right corner. The title "Unit/Bed Occupancy" is in blue, and the subtitle "Assigning occupancy for Minnie Mouse" is in gray. Below the subtitle, there are two sections: "Start Date & Start Time *" and "End Date & End Time". The "Start Date & Start Time *" section has two input fields: one for the date "09/24/2026" with a calendar icon, and one for the time "4:00 PM" with a clock icon. A green arrow points to the date field. The "End Date & End Time" section has two input fields: one for the date with a placeholder "___/___/___" and a calendar icon, and one for the time with a placeholder "Time" and a clock icon. Below these sections are three toggle switches: "Eligibility Override" (which is turned on and highlighted with a green box), "Include Partially Available Units" (which is turned off), and "Include Group Members" (which is turned off). Below the toggles is a section titled "Available Units / Beds *" with a dropdown menu labeled "Select Unit / Bed". The dropdown menu shows the selected option "202 (Compass Family Shelter at the Mayfair Hotel, Compa" with a downward arrow. A green arrow points to this dropdown menu. At the bottom of the screen, there are two buttons: "Cancel" and "Save". The "Save" button is highlighted with a green box. A green arrow points to the "Save" button.

Note: If you do not see the desired unit/bed in the dropdown menu, check that you have *Eligibility Override* toggled ON. If the unit/bed still does not appear, make sure the unit is available for the date and time you have selected.

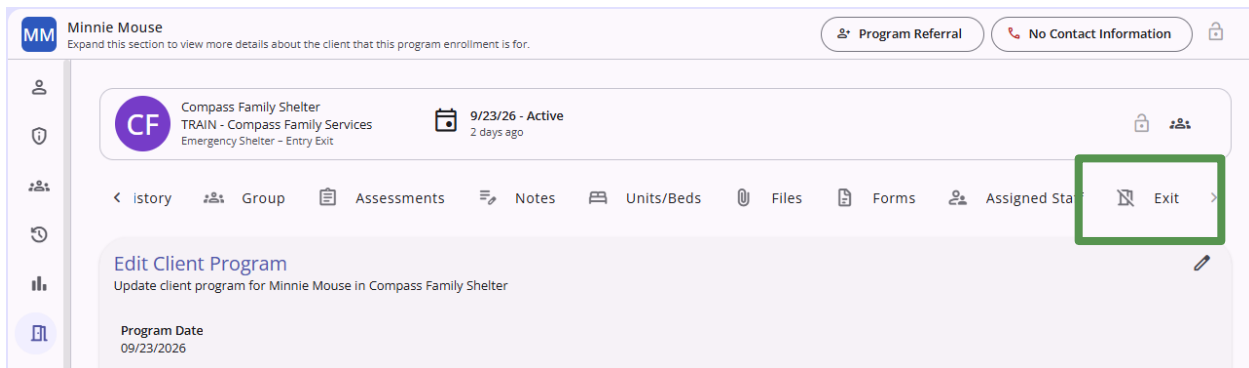
Exit Family from a Program



Exiting a family from a program also exits them from their assigned unit/bed.

Exiting a family from the program will also exit them from their assigned unit/bed. Exit the family from the program by selecting the appropriate head of household, navigating to the program, and choosing 'Exit'.

1. Open the client record by searching for the client, selecting **Programs** from the client menu, opening the appropriate program and scrolling to the far right on the program menu to select **Exit**. You can also open the program record directly by selecting the client from your **Caseload** list.
2. Select the (+) plus button to add a program exit, and complete all exit screens.



3. By exiting the family from the program, they will also be automatically exited from the bed or unit. Once the client assigned to that unit/bed (usually the head of household) is exited, the bed will be automatically updated to Offline. Select OK to confirm that the unit occupancy will be ended and will be marked Offline as of the program exit date:

NOTE: If the entire family is not exiting, then exiting a household member without a unit assignment won't impact the unit/bed assignment of other household members (e.g., the head of household).

onesf-train.clarityhs.com says

There is currently an active unit occupancy within this program enrollment. The unit occupancy end date will be updated to match the entered program exit date.

OK

Cancel

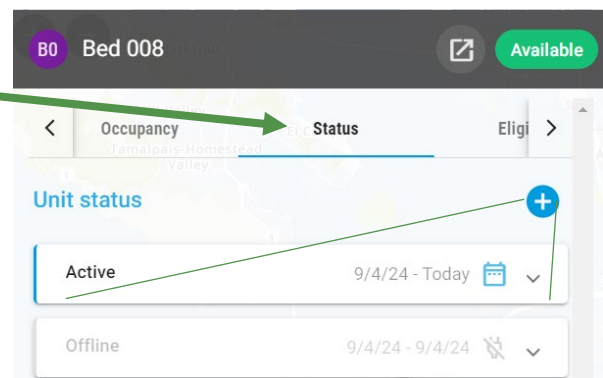
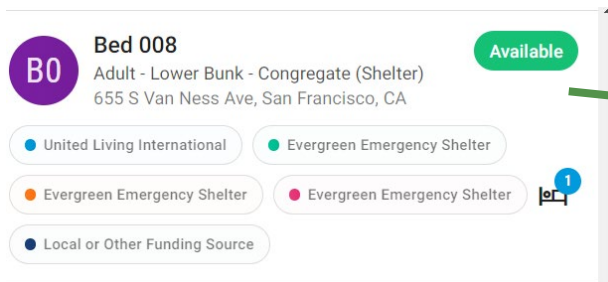
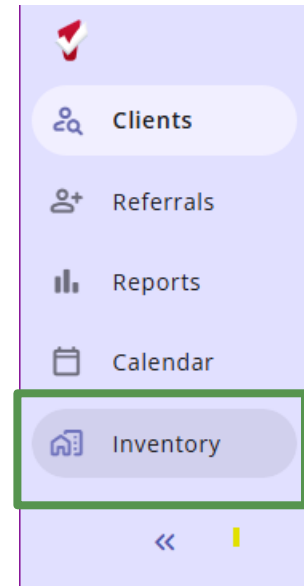


Change the Offline Status of a Unit/Bed

If a unit/bed needs repairs, cleaning, or is otherwise temporarily unavailable, the bed status can be set Offline. Any time a bed is unavailable for a client to occupy right away, it should be set to Offline. Changing bed status is done on the Inventory Dashboard. Once the bed is ready for occupancy, you can end the Offline period to make it Available for a new referral.

Make a Unit or Bed Offline

1. Go to the **Inventory Dashboard**, which can be found under the primary navigation menu.
2. Select the Building by using **Building** filter at the top of the page.
3. Select the appropriate unit to see the unit's pop-up display card. Click the **Status** button, then find the **(+)** to add an offline status.
4. Select **Offline** under **New Status** (do not use Inactive). Select the appropriate offline reason and add in any needed notes. Select the appropriate Start date and Start time. Leave the **End date** blank. Click **Save**.



Note: If you know when the bed will become available, you can enter an End Date. However, note that the bed will automatically become available at that time. If there is a chance the bed will not be ready for occupancy, do not enter an End Date to avoid the possibility of a referral without a vacant bed.



Make a Unit or Bed Available

- When a unit/bed is ready to be Available, you need to **end the Offline status**. Open the **Status** section again. Find the most recent **Offline Status**, which will be grey. Click the status entry to expand:

- Select the yellow pencil tool to **edit** this Offline status.

- Add an **End date** and **End time** to the Offline status. When the end time has passed, the bed will revert to Available.

Note: choosing a time that has already passed will update the status immediately.

- When you press Save, a pop-up will prompt you to confirm that this will set the unit to Active. Select **Confirm**. The unit will now be Available.

Data on offline reasons is included in reporting and decision-making, so it is important to select the most accurate and appropriate reason when marking a bed offline.



The Offline End Date is set to 10/22/2024 11:00 AM. This Unit will automatically become Active after the assigned 'Offline' period ends, and an Active status record will be added on 10/22/2024 11:00 AM if there are no future date unit status records that begin on that date.

BACK

CONFIRM



Offline Reason Name	Definitions
Automatically Set to Offline	The unit or bed was automatically set to offline with this reason by the system when the previous household was exited from the program. <i>Note that congregate shelters do not have this status.</i>
HSG/SHLTR – Janitorial/Maintenance	The unit or bed is unavailable for client placement due to janitorial or maintenance needs.
HSG/SHLTR – Property Hold	The unit or bed is unavailable due to a property hold. This status can be used for management needs that are not covered by other offline reasons. Always include notes explaining the circumstance.

Important Notes

In cases where a client is occupying a unit/bed that needs repairs, the process for [Transferring a Client to a New Bed](#) (page 9) should be followed to transfer the client to another unit. The unit/bed in need of repair should then be set Offline following the process described above.

If a unit needs to be set to permanently offline, please contact your HSH Program Manager to have the status set to Inactive. Do not set units to Inactive without contacting HSH.

If a bed remains offline but the reason for it being offline changes, a new offline status should be added to ensure the history of the bed is accurately recorded. For example, if a unit/bed is offline for Janitorial/Maintenance and then is subsequently unavailable due to a property hold, each window of time should be reflected in a unique offline status.



Denials of Service (Logged as Programs Restrictions in ONE)

Denial of Service (DOS) describes a situation where a family member commits a shelter rule violation that results in an exit from the program and a period during which the family member cannot return to the shelter. All Denials of Service must be logged using the *Program Restrictions* functionality in ONE, which will prevent any referrals to the program during the DOS period.

1. Open the relevant household member's profile and navigate to their current enrollment at your site. Select the **Exit** button on the far right side of the client menu. (See [Exiting a Family from a Program.](#))

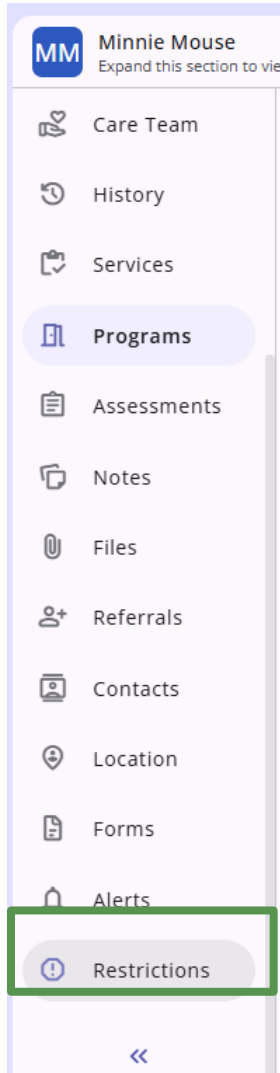
2. Select "Rule Violation" from the *Exit Reason* field dropdown. You will see a warning message (▲) directing you to add a Program Restriction after saving the exit.

3. You will see another warning (▲) at the bottom of the exit screen reminding you to add a Program Restriction after saving the exit. Complete all the exit screens to save the exit.

▲ You have selected Rule Violation as the Exit Reason. You must also add a Program Restriction to record a Denial of Service (DOS). After you click Save & Close, go to the Restrictions section in the client menu to the left. If issuing a Permanent DOS, leave the End Date of the Program Restriction blank.

4. Program Restrictions are logged within the **Restrictions** tab of the client record. Scroll to the bottom of the client menu to find it. Select the (+) plus sign button to add a new DOS.





5. This will open the **Add a Program** Restriction screen. Enter the **Start Date** and **End Date** of the DOS. The **Program(s)** dropdown will default to the program from which you just exited the client. Choose the reason for the DOS in the **Reason For Program Restriction** dropdown field. Reasons used by family programs appear at the bottom of the list with a “FAMILY SHELTER” prefix. Enter any additional information in the **Note** text box.

6. Click **Save** to complete the Program Restriction.

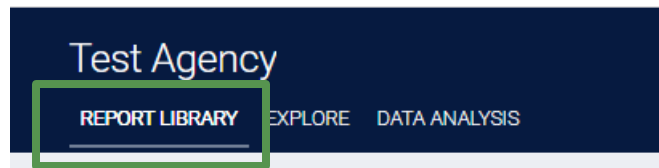
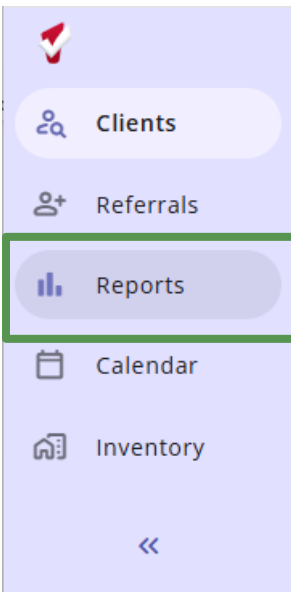
7. If needed, you can view or edit a DOS within the client’s Restrictions tab. Click the entry to open the item, and then select the pencil icon to edit the restriction. Restrictions are also visible in the client information box at the top of the client record.

A screenshot of the 'Add Program Restriction' form. The form has a title bar 'Add Program Restriction' with a close icon. Below the title bar is a section titled 'New Program Restriction' with a subtitle 'Add a restriction for Minnie Mouse'. The form contains several fields: 'Start Date *' with a date picker showing '09/24/2026'; 'End Date' with a date picker showing '12/24/2026'; 'Program(s) *' with a dropdown menu showing 'Compass Family Shelter'; 'Reason for Program Restriction *' with a dropdown menu showing '2h Verbal harassment, intimidation or bullying of other gu...'; and a 'Note' section with a rich text editor containing the text 'Enter notes here'. At the bottom of the form are 'Cancel' and 'Save' buttons.

Review Reports for Accuracy

Review rosters often to ensure that the information in ONE is accurate. To confirm that families are associated with their current units or beds in ONE, review the **Program Roster**, which includes the unit numbers associated with a family's program enrollment. Additional helpful reports can be found in the Data Analysis tab under **Family CES**. To confirm that beds or units are correctly identified as Occupied, Pending Occupancy, Offline, or Available, review the **Family Shelter & Transitional Housing Bed/Unit Roster**.

The Program Roster is available to all users within an agency and shows all families enrolled in a program with their unit/bed assignment(s).



1. Program Roster

- From the primary navigation menu, select **Reports**.
- Under the **Report Library**, expand **Program Based Reports**. Find **Program Roster**, and click **Run** to select parameters.

Program Based Reports

22 report(s) ^

[EMPL-101] Employment Report	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[EMPL-102] Employment / Education Report	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[EXIT-101] Potential Exits	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[EXPS-103] Program Funding Source Financial Detail	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-105] Program Participation Summary	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-106] Program Roster	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾
[GNRL-220] Program Details Report [2022]	★ ⌂ RUN 📅 SCHEDULE MORE INFO ▾

- Choose "No" for "HoHs Only?", so you can verify that all family members are accurately enrolled in the program.



- d. Select either the web or Excel version, which will include the unit/bed information, or select the PDF version that includes both the program and unit.

REPORT LIBRARY

Program Based Reports > [GNRL-106] Program Roster

Program(s) Choose...

Status Choose...

HoHs Only? ☒ No ☐ Yes

Report Date Range 08/29/2023 – 08/29/2023

Report Output Format ☒ Web Page ☐ PDF - Program ☐ PDF - Program and Unit ☐ Excel

SUBMIT

- e. Review the report for accuracy. The current unit/bed assignment(s) for each family will appear in the Unit Assignment column. This column will display “n/a” if the family is missing their unit/bed assignment.

Program Roster Report

United Living International (ULI)

Active within 08/29/2023 thru 08/29/2023

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: Hope Hall Shelter Program																
Kermit, Mister	103356BE3	12/04/1974	48	48	08/25/2023	-	5		0	0	0	C. Reneau	Bed 005	n/a	08/25/2023	
Test, Client	FC37B8CD8	01/01/2005	18	18	08/29/2023	-	1		0	0	0	M. Sorensen	n/a	n/a	n/a	n/a
													Number of Enrollments: 16			
													Number of Unique Clients: 16			
													Number of Households: 15			
													Total Number of Enrollments: 16			
													Total Number of Unique Clients: 16			
													Total Number of Households: 15			

Note: * denotes Inactive Assigned Staff

Program Name	Project Type
Hope Hall Shelter Program	Emergency Shelter

Tue Aug 29 04:34:26 PM 2023

Powered By

CLARITY

HUMAN SERVICES

2. Family Shelter & Transitional Housing Bed/Unit Roster

- a. From the primary navigation tool, select **Reports**. Select the **Data Analysis** tab.
- b. Select **San Francisco ONE System Reports** to expand the menu. Under **Family CES**, select the **Family Shelter & Transitional Housing Bed/Unit Roster** report.



Department of Homelessness and Supportive Housing
REPORT LIBRARY EXPLORE DATA ANALYSIS

DATA ANALYSIS

Built In Reports0 report(s) ▾

San Francisco ONE System Reports70 report(s) ▲

Family CES

*HSH INTERNAL - Families on Temporary Shelter Queue	▶ RUN
*SF Family Housing Prioritization Dashboards	▶ RUN
SF Family Individual Shelter Room Placement Criteria Dashboard	▶ RUN
All Referrals to a Housing Program	▶ RUN
CE Families Whose Referral on the Community Queue Expired	▶ RUN
Families with Children in SFUSD V2	▶ RUN
Family CE Income Data	▶ RUN
Family Community Queue Referrals	▶ RUN
Family Flex Pool & RRH Housing Program Openings	▶ RUN
Family Open PSH Units	▶ RUN
Family Open Shelter & Transitional Housing Units	▶ RUN
Family Priority List with Disabling Conditions	▶ RUN
Family Priority List with Referral History	▶ RUN
Family Shelter & Transitional Housing Bed/Unit Roster	▶ RUN
Family Shelter and Transitional Housing Openings	▶ RUN
HFCB Reservation Dashboard	▶ RUN
Individual Room Shelter Placement List Details	▶ RUN
Providence Family Services Center Heads of Household with Assessment & Referral Data	▶ RUN

- c. The **Family Shelter & Transitional Housing Bed/Unit Roster** report provides a summary and detailed roster of units/beds in a building by their status and availability. Units/Beds can be either Occupied, Pending Occupancy, Available, Offline, or Inactive. You can filter this report to only show beds of a certain availability type.

For example, if you only want to view offline beds, select Offline under the **Current Availability** filter to limit the results. Be sure to refresh the report with the blue arrow button if you update the filters. The roster view includes client names, ONE IDs, links to profile, and start dates for the results. Only the household member assigned to the unit/bed (which is almost always the head of household) will appear on this report.



