



DEPARTMENT OF
HOMELESSNESS AND
SUPPORTIVE HOUSING

Site-Based Housing in ONE Property Management

Updated September 2026



Introduction

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
- Property Management
- Support Services

What am I responsible for?



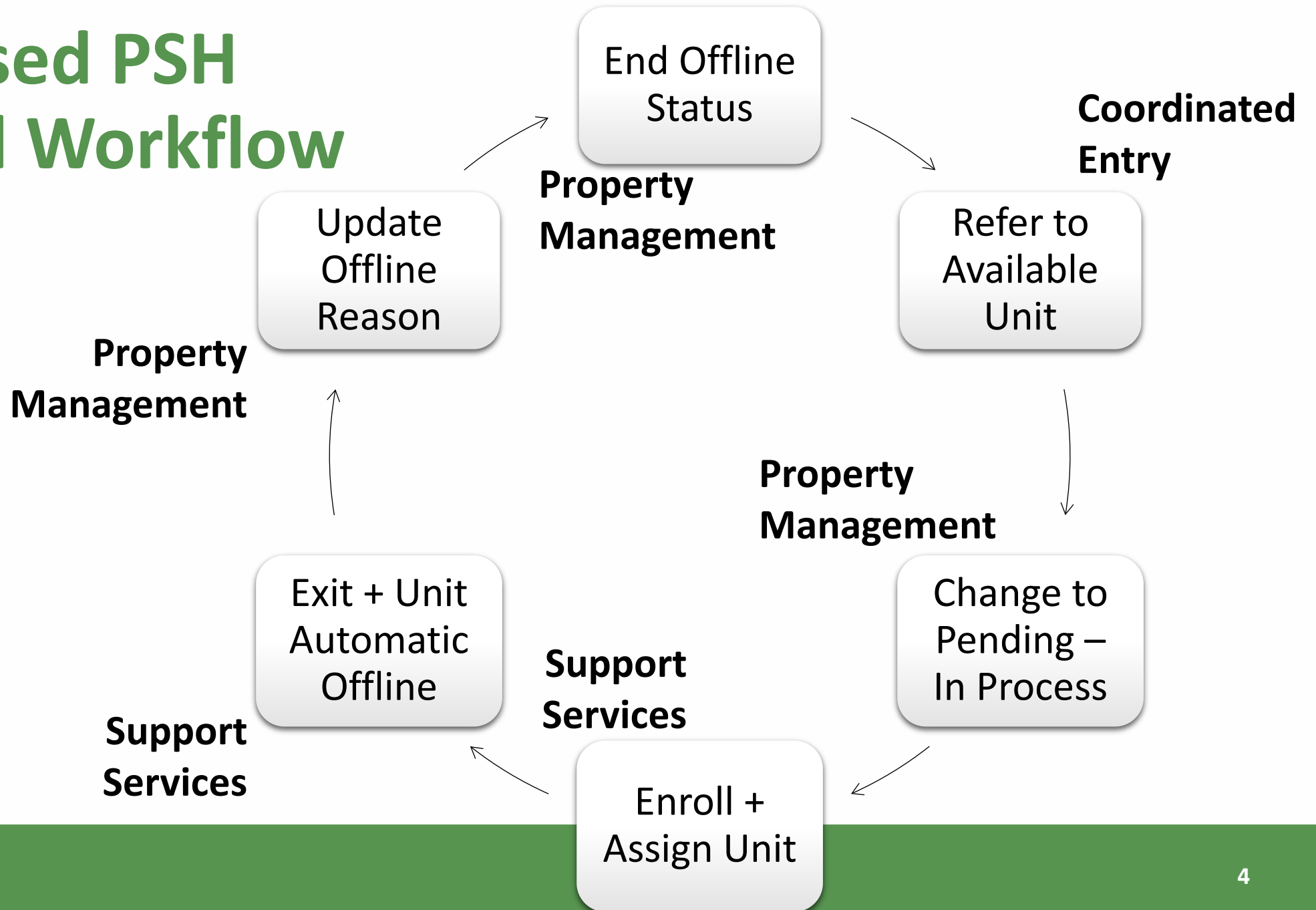
• Support Services

- Program enrollments and ensuring correct unit assignment **at move-in**
- Annual assessments
- Program exits
- Tracking eviction notices and unlawful detainers served
- Ensuring program rosters are up to date and include all clients in your program
- Maintaining Releases of Information

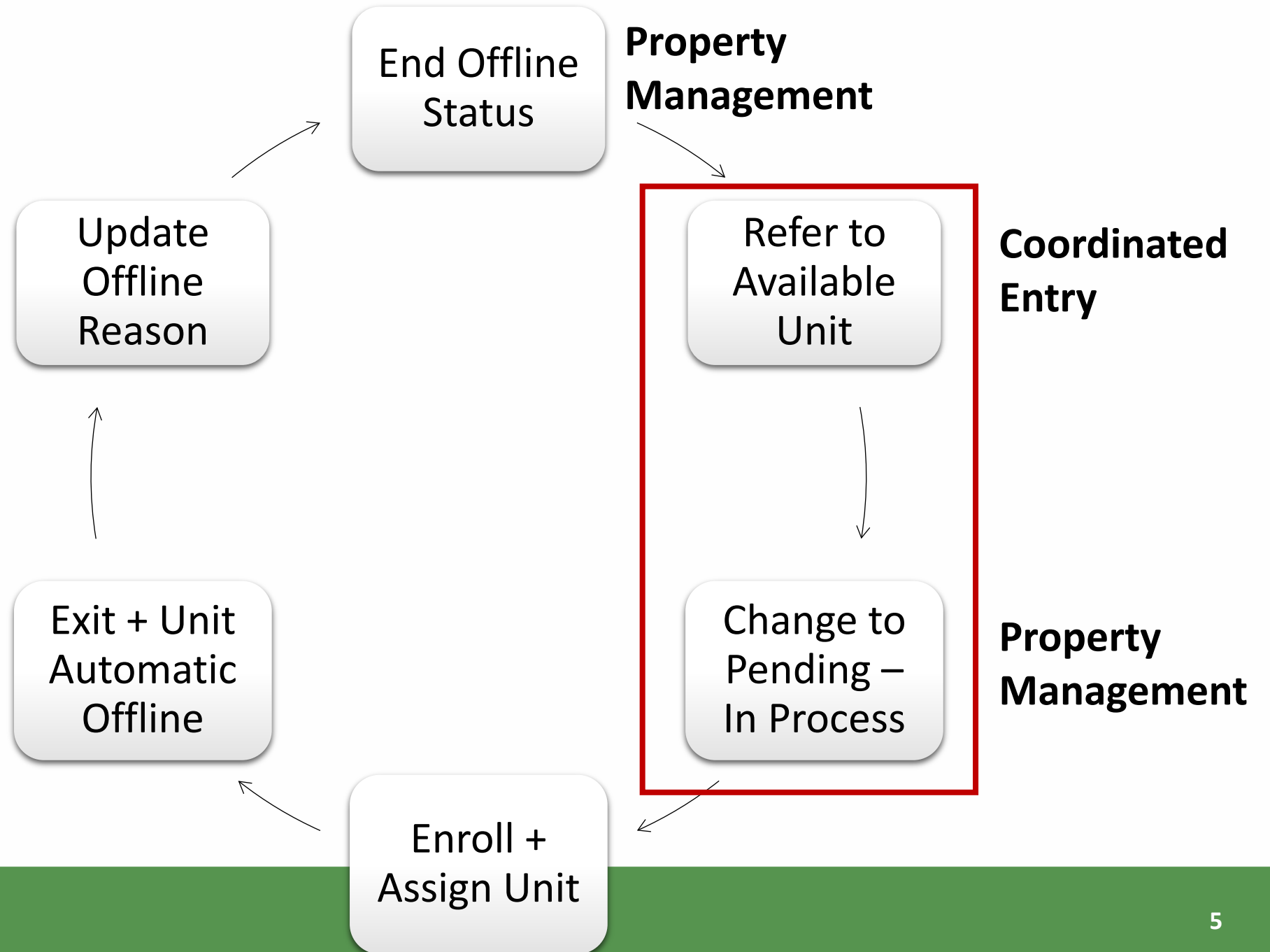
• Property Management

- Making units offline and ending offline status when unit becomes available
- Ensuring clients are correctly associated with their current unit
- Regularly monitoring your building rosters to ensure accurate occupancy and availability

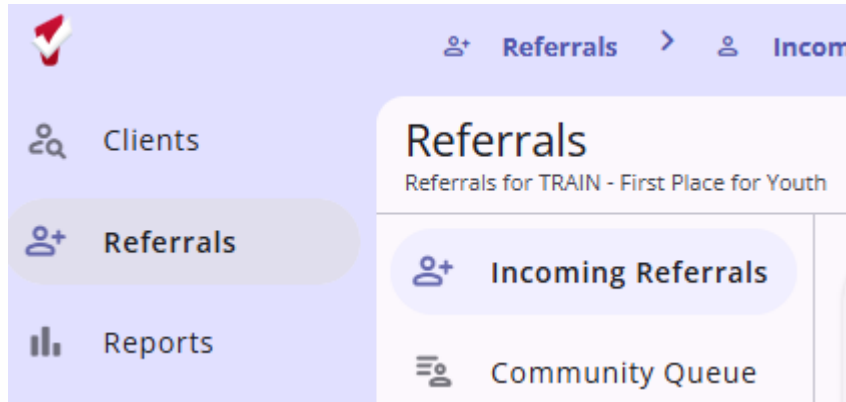
Site-Based PSH Referral Workflow



Referral



Referral Status: Pending – In Process



- View incoming referrals by clicking the referrals tab on the left of the home screen.
 - Ensure the **Referred Unit** is correct

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

PR

Program Referral
1100 Ocean - LOSP referral for Humboldt California

Pending

Referral

Edit referral details

Referred Unit

208

Referred Program

1100 Ocean - LOSP

Referred To Agency

TRAIN - First Place for Youth

Referring Agency

TRAIN - San Francisco Adult Coordinated Entry Agency

Referred Date

08/18/2026 2:42 PM

Days Pending

0 day(s)

In Process

0 day(s)

Adult Priority Score

120

Qualified

Reassigned

Staff Home Agency

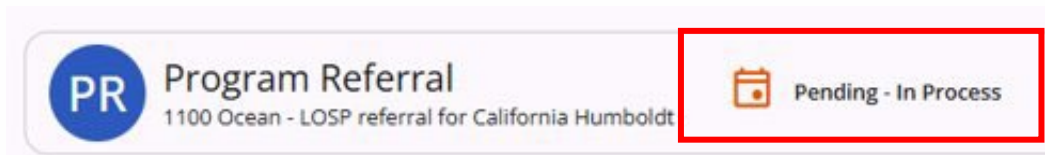
TRAIN - Department of Homelessness and Supportive Housing

Referred by Staff

Loretta Vallot

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 households approved prior to move in.



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

Denied by Type *

Provider

Denied by Reason *

Lack of Eligibility

Current Status *

Denied

Denial Information *

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The household is over income.

Unit Management Directly in Program Enrollment

- The same process is used when a client transfers to a different unit within the same program and when a client is initially enrolled and linked to referral to an incorrect unit
 - **Step 1:** add End Date for the current unit
- The unit will automatically be set to offline so the property manager will need to update or end the offline status
 - **Step 2:** add Start Date for the new unit that doesn't overlap with the former unit assignment
- Toggle Eligibility Override ON to select from the Available units.
 - Ensure the unit is available in ONE in order to assign to the household

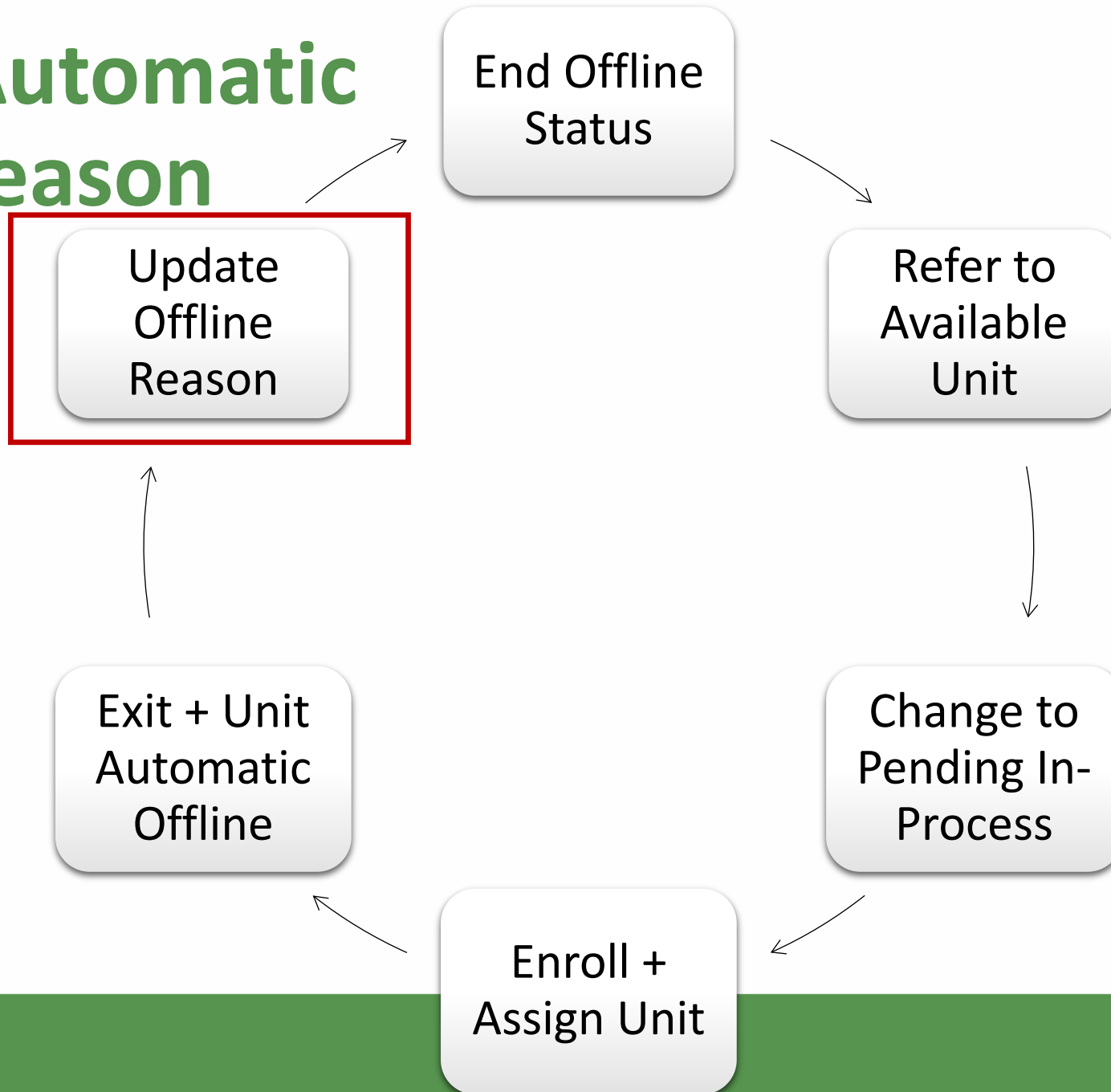
Unit Status/Availability

- Status and availability indicate a unit's usage and occupancy
- Status may be changed at any time
- Do not use Inactive status – discuss with HSH program manager

Status	Availability	Description
Active	Available	Unit is available to receive referral (move-in ready)
	Occupied	Client/household is assigned to the unit
	Pending Occupancy	Unit has a pending referral connected to it
Offline		Unit is temporarily unavailable (e.g., due to needed maintenance).
Inactive		Unit not available for referral for foreseeable future (e.g., used as an office). Please call or email the help desk if a unit was accidentally made inactive.

Update Automatic Offline Reason

**Property
Management**



Offline Reasons

- Reasons are labeled with the program specifiers:
 - HSG** (housing)
 - SHLTR** (shelter)
- The housing toolkit includes a complete set of up-to-date definitions

Reason Name	Definitions	Time Offline
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. Update this status to the actual offline reason within three business days.	Maximum 3 business days
HSG – Building Rehab	Planned building rehab/construction: written notification and timeline submitted to HSH Program Manager prior to setting unit offline.	Varies
HSG – Coroner Hold	The unit is held pending a coroner or medical examiner review, or public administrator notification of next of kin.	30-90 days
HSG – Internal Transfer	The unit is held for an in-program transfer, such as a reasonable accommodation move or other transfer from another unit within the same provider's portfolio.	30 days
HSG – Occupied by Legacy Tenant	The unit is currently occupied by a legacy tenant who is not enrolled in the program in ONE.	Ongoing
HSG – Occupied but No Client ROI	The unit is currently occupied by a client refusing to sign an ROI, meaning they cannot be enrolled in the program in the ONE System.	Ongoing
HSG – Occupied Temporarily by Client from Other Program/Building	The unit is temporarily occupied by a client who is enrolled in another program or building, and therefore cannot be assigned to the client.	30-90 days
HSG – Significant Damage	Unit with significant damage due to fire, flood, or other significant incident.	90 days
HSG/SHLTR – Janitorial/Maintenance	The unit is unavailable for client placement due to janitorial or maintenance needs.	14-30 days
HSG/SHLTR – Property Hold	The unit is unavailable due to a property hold. This status can also be used for property management needs that are not covered by any other offline reason. Please include notes explaining the circumstance.	30 days
SHLTR – Hospital Hold	The unit or bed is held for a client who is temporarily at a health care facility. Not used for housing.	
SHLTR – Jail Hold	The unit or bed is held for a client who is temporarily incarcerated. Not used for housing.	

Offline Status Updates

Situation	Action
Unit Automatically Set to Offline at Exit or When Unit Assignment Ends	Update offline reason & description
Offline Status is Extended (Offline Reason Doesn't Change)	Update offline description with additional details
New Offline Status	Make the unit offline with reason
Offline Reason Changes	Add new reason which will also end the previous offline reason
Unit is No Longer Offline	End offline status

Updating Unit Automatically Set to Offline

- The unit will automatically switch to offline when the unit assignment ends because of a program exit or unit transfer
- Update the **Offline reason** with the actual reason from the dropdown
- Delete **Offline description** and add any details
- Always leave the end date blank

Offline 4/10/25 - 8/25/52

Start date
4/10/25, 12:00 AM

End date
8/25/52, 12:00 AM

Offline reason
Automatically Set to Offline

Offline description
Default offline status set automatically due to recent client exit from Unit/Bed

Extending Offline Status

- When a unit is offline for longer than expected, do not add a new status
- Click the pencil to edit and enter additional details in the **Offline description** field

2 206

Offline

< Details Occupancy Status >

Unit status 1036 Mission
1036 Mission Street San Francisco, CA 94102

Offline 4/1/25 - Today

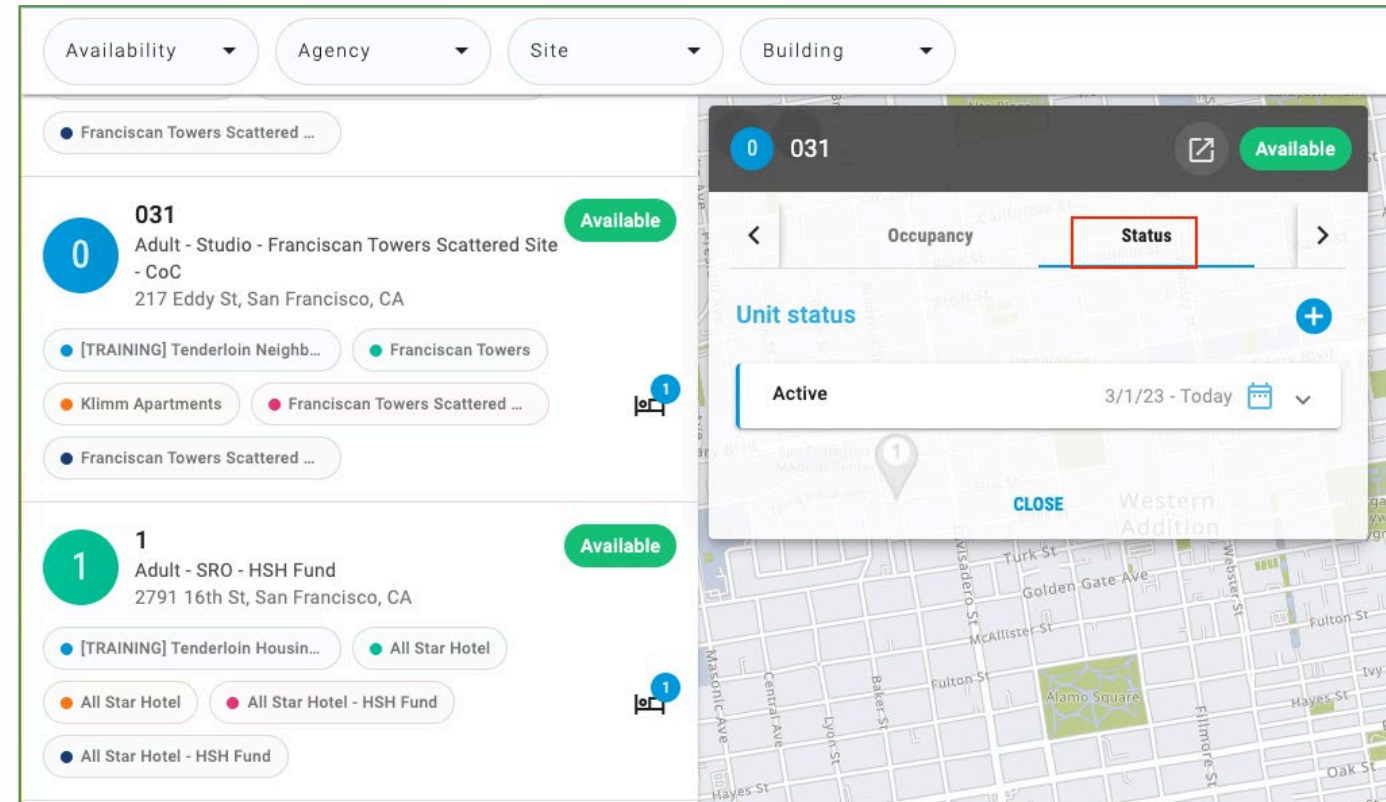
Start date
4/1/25, 11:30 AM

Offline reason
HSG/SHLTR - Janitorial/Maintenance

Offline description
As of 5/1/2025, new window is still needed. Estimated completion date 5/15/2025.

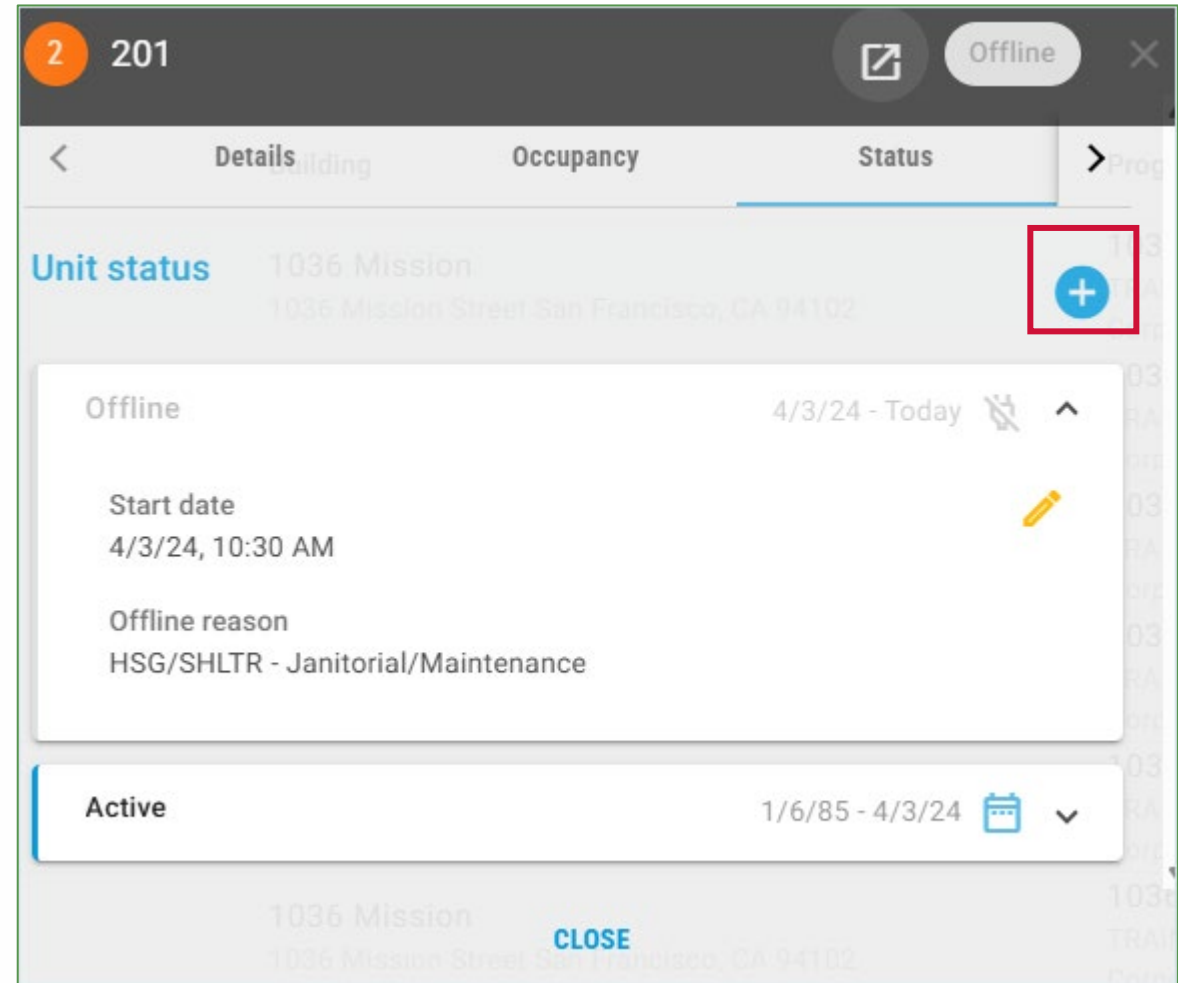
Adding New Offline Status

- Add an offline status from the Status tab
- Unit status dates and times cannot overlap
- Always leave the end date blank



Changing Offline Reason

- When an offline reason changes, add a new offline status with the new reason by clicking the blue plus sign
- This will automatically end the prior offline status



Ending Offline Status

- Click the pencil icon to edit the status
- Add an end date to make the unit available
- **Ending the offline status makes a unit available to receive a new referral or assign to a tenant**

The screenshot shows the 'Status' tab of a property management application. The 'Unit status' section is highlighted. It displays the current status as 'Offline' with a start date of '10/19/22, 4:45 PM'. The 'Offline reason' is 'Janitorial/ Maintenance' and the 'Offline description' is 'Test'. A red box highlights the 'Offline' status and the 'Edit status' button. Below this, the 'Active' status is shown with a date range of '8/1/22 - 10/19/22'.

The screenshot shows the 'Offline' status edit form. The 'Status' dropdown is set to 'Offline'. The 'Offline reason' is 'Janitorial/ Maintenance' and the 'Offline description' is 'Test'. The 'Start date' is '10/19/2022' and the 'Start time' is '04 : 45 PM'. The 'End date' is '10/20/2022' and the 'End time' is '09 : 15 AM'. A red box highlights the 'End date' and 'End time' fields.

Data Analysis Reports: Building Roster Report

Property management should monitor for accuracy of unit availability and status

- Available: ready to receive referral
- Occupied: lists head of household assigned to the unit
- Pending Occupancy: lists client referred to the unit
- Offline: lists current offline reason
- Inactive: units that are not client units (offices, resident manager, etc.)

Building Roster

Is this housing or shelter/navigation center? Program Name Current Availability Building Name * Building Status

40
Total Units

Breakdown of Units

	Current Availability	Unit Availability Status
1	Occupied	35
2	Pending Occupancy	3
3	Offline	2
Totals		40

Units by Status

	Building	Program Name	Unit Name	Population - Unit Type - Funding Source	Current Availability	Offline Reason	Head of Household	ONE Profile Link	Occupancy Start Date	Unique Identifier
1	1036 Mission	1036 Mission - HUD PBV	201	Family - 2BR - HUD PBV	Offline	Automatically Set to Offline				
2	1036 Mission	1036 Mission - LOSP	202	Family - 2BR - LOSP	Occupied				2018-07-16	
3	1036 Mission	1036 Mission - CoC	203	Family - 2BR - CoC	Occupied				2018-08-01	
4	1036 Mission	1036 Mission - HUD PBV	206	Family - Jr1BR - HUD PBV	Offline	HSG/SHLTR - Property Hold				
5	1036 Mission	1036 Mission - CoC	207	Family - 1BR - CoC	Occupied				2023-04-21	
6	1036 Mission	1036 Mission - CoC	209	Family - Jr1BR - CoC	Occupied				2025-04-18	
7	1036 Mission	1036 Mission - CoC	301	Family - 2BR - CoC	Occupied				2018-07-16	
8	1036 Mission	1036 Mission - CoC	302	Family - 2BR - CoC	Occupied				2018-07-31	
9	1036 Mission	1036 Mission - CoC	305	Family - 3BR - CoC	Occupied				2018-07-16	
10	1036 Mission	1036 Mission - LOSP	306	Family - Jr1BR - LOSP	Occupied				2020-01-07	
11	1036 Mission	1036 Mission - CoC	307	Family - Jr1BR - CoC	Occupied				2021-08-20	
12	1036 Mission	1036 Mission - CoC	311	Family - 2BR - CoC	Occupied				2018-08-07	
13	1036 Mission	1036 Mission - LOSP	401	Family - 2BR - LOSP	Occupied				2024-07-30	
14	1036 Mission	1036 Mission - CoC	402	Family - 2BR - CoC	Occupied				2018-07-17	
15	1036 Mission	1036 Mission - CoC	403	Family - 2BR - CoC	Occupied				2024-11-23	
16	1036 Mission	1036 Mission - CoC	404	Family - 2BR - CoC	Occupied				2024-10-31	
17	1036 Mission	1036 Mission - LOSP	405	Family - 3BR - LOSP	Occupied				2018-08-07	
18	1036 Mission	1036 Mission - CoC	406	Family - Jr1BR - CoC	Occupied				2021-06-01	
19	1036 Mission	1036 Mission - HUD PBV	501	Family - 2BR - HUD PBV	Pending Occu...					
20	1036 Mission	1036 Mission - CoC	505	Family - 3BR - CoC	Occupied				2018-07-16	

Data Analysis Reports: Other Reports

- [Housing Inventory Snapshot](#)
 - Count of units associated with site-based PSH programs by availability and status
 - See also [Housing Inventory Snapshot by Property Manager](#)
- [Offline Housing Units by Reason](#)
- [Responsible Staff Who Receive Referral Notifications](#)
- [Properties of Buildings Report](#) and [Properties of Units Report](#)
 - Contact your HSH program manager if building or unit details change or are incorrect

What if I need support?



- Review documentation (available on the [OneSF support site](#))
 - Toolkits
 - Training slides and videos
- Contact the Bitfocus Help Desk and can be reached several ways:
 - 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