



# Evictions in the ONE System

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This resource is intended to support service providers and property managers in correctly entering and tracking evictions in the ONE System. To go directly to a specific topic, click on the title below.

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## Tracking Eviction Notices & Unlawful Detainers for PSH in ONE



This task is completed by **service providers** in ONE.



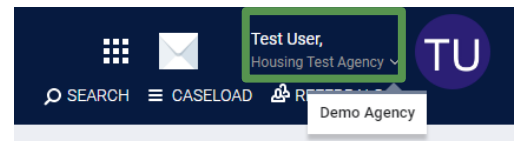
Enter the **Eviction Activity Service** by the 15<sup>th</sup> of the month following the actual service date on the tenant.

### Overview

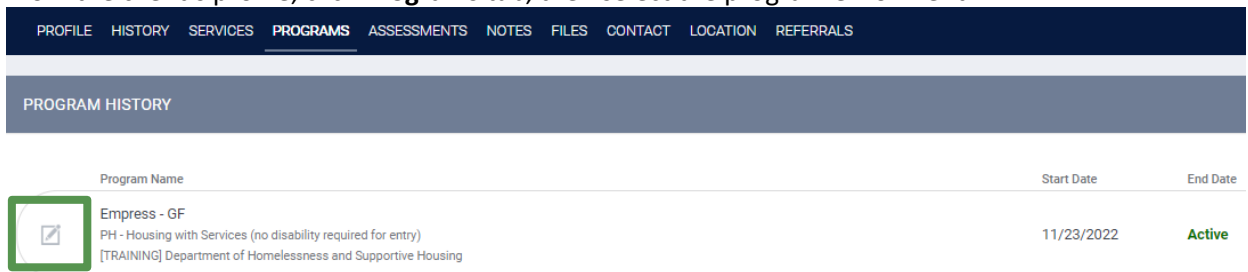
Eviction Notice and Unlawful Detainer data helps HSH gather trends for both internal and external review and learning. Internally, HSH will use this data to understand eviction and unlawful detainer trends across the system and overlay ONE system demographic data to understand these trends through an equity lens. Externally, HSH can report trends and findings to the Board of Supervisors. Each eviction notice and Unlawful Detainer (UD) served on a tenant should be entered as a “Program Service” in ONE.

### Step by Step

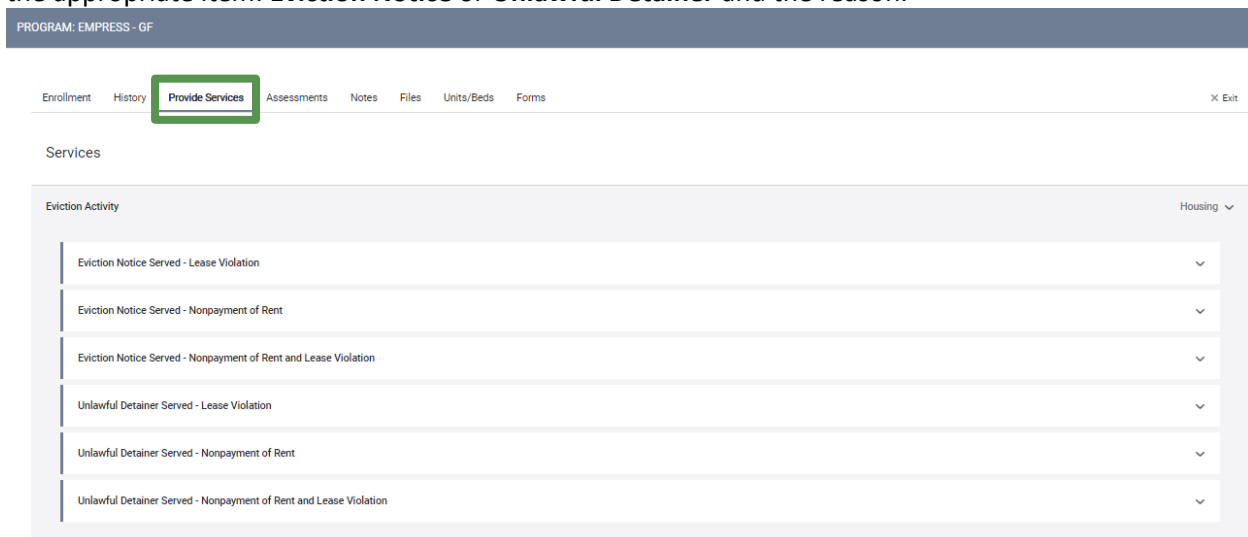
1. Start by ensuring that you are under the correct agency.  
You can change agencies through the dropdown list under your name in the top right corner of the screen.



2. From the client's profile, click **Programs** tab, then select the program enrollment.



3. From the enrollment screen, click the **Provide Services** tab then select **Eviction Activity**, then select the appropriate item: **Eviction Notice** or **Unlawful Detainer** and the reason.



4. For each notice or Unlawful Detainer served on the tenant, enter the **Event Date** (this should be the actual date the notice or Unlawful Detainer was served on the tenant), then click **Submit**.

Services

Eviction Activity Housing ▾

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Eviction Notice Served - Lease Violation

Event Date

Service Note :



## Entering Exits & Exit Reason for PSH in ONE



This task is completed by **service providers** in ONE.



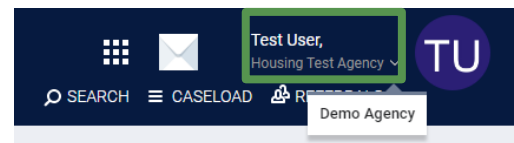
Enter the Exit Reason within 3 working days of client exiting the program.

### Overview

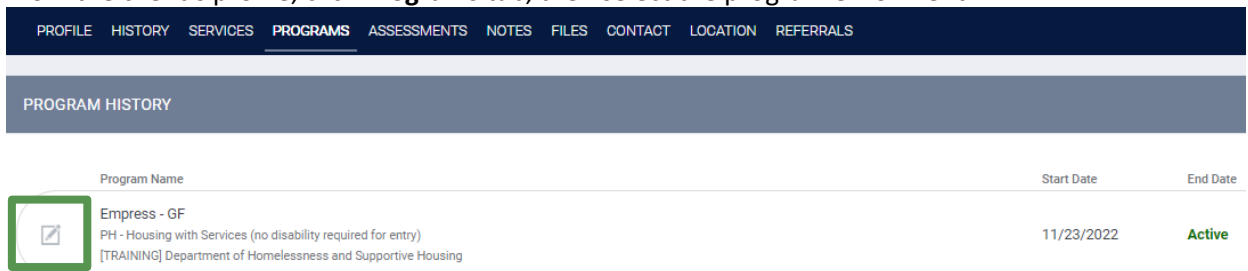
Exit Reasons describe why a person exits PSH and helps HSH and the community understand trends in exits across the PSH portfolio. All household members should be exited when a client is no longer receiving services from the program.

### Step by Step

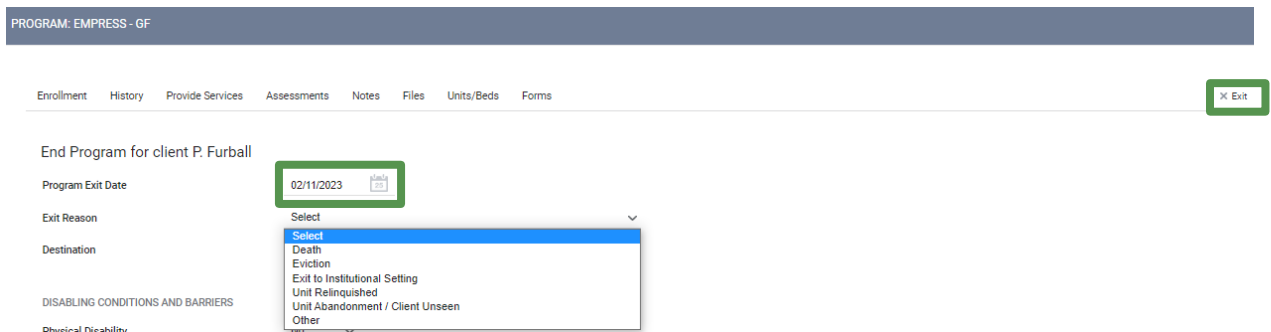
- Start by ensuring that you are under the correct agency.  
You can change agencies through the dropdown list under your name in the top right corner of the screen.



- From the client's profile, click **Programs** tab, then select the program enrollment



- From the enrollment screen, click the **Exit** button and enter the **Program Exit Date**, then select the **Exit Reason** (see last page) and corresponding **Exit Destination**



8. If **Eviction** is selected as the **Exit Reason**, you must also complete the **Eviction Reason** field by selecting one of the reasons:

- a. Lease Violation
- b. Nonpayment of Rent
- c. Nonpayment of Rent and Lease Violation

The screenshot shows a form with three fields: 'Exit Reason', 'Eviction Reason', and 'Destination'. The 'Exit Reason' field is set to 'Eviction'. The 'Eviction Reason' field has a dropdown menu open, showing three options: 'Select' (highlighted in blue), 'Lease Violation', 'Nonpayment of Rent', and 'Nonpayment of Rent and Lease Violation'. The 'Destination' field is empty.

9. Complete the remaining fields and click **Save & Close**

- a. Please do not select **Data not collected** unless absolutely necessary. If you obtain the information after you exit the client, please go back and complete the fields as you receive the information.
- b. To update the exit information after the exit has been completed, click into the enrollment.

The screenshot shows a table titled 'PROGRAM HISTORY'. It has columns for 'Program Name', 'Start Date', 'End Date', and 'Type'. There is one row of data:

Program Name	Start Date	End Date	Type
Empress - GF PH - Housing with Services (no disability required for entry) [TRAINING] Department of Homelessness and Supportive Housing	02/05/2023	06/02/2023	Individual

- c. Click on **Exit** to reopen the exit screen.

The screenshot shows the 'PROGRAM: EMPRESS - GF' screen. It has a tabbed interface with 'Enrollment', 'History', 'Assessments', 'Notes', 'Files', 'Units/Beds', and 'Forms'. The 'History' tab is selected. On the right, there is a red box indicating '0 DAYS INACTIVE PROGRAM'. Below this, there is a table with program details:

Program Type:	Individual
Program Start Date:	02/05/2023
Program End Date:	06/02/2023

- d. Update the exit fields with any new information, then click **Save & Close**.

### Detailed Exit Reasons

In order to accurately track the reasons for a client's exit, it is essential to select the most appropriate exit reason in ONE. Not only does this allow HSH to better report and plan based on aggregated client data, this also ensures that each client can be better served in any subsequent programs that they may enter into. See below for the full list of exit reasons and the situations where each reason should be selected.

1. Exit to Institutional Setting
  - a. Select this exit reason **only** when the 'Exit Destination' is one of the following:
    - i. Foster care home or foster care group home
    - ii. Hospital or other residential non-psychiatric medical facility
    - iii. Jail, prison or juvenile detention facility
    - iv. Long-term care facility or nursing home
    - v. Psychiatric hospital or other psychiatric facility
    - vi. Substance abuse treatment facility or detox center
2. Unit Relinquished



- a. Select this exit reason when the client has voluntarily given up their unit
  - b. Select the appropriate 'Exit Destination'
3. Unit Abandonment / Client Unseen
  - a. Select this exit reason **only** when the client has abandoned their unit
  - b. Select the corresponding 'Exit Destination' of "No exit interview completed"
4. Eviction
  - a. Select this exit reason **only** when the client has been evicted
  - b. Select 'Eviction Reason' from the following:
    - i. Nonpayment of Rent
    - ii. Lease Violation
    - iii. Nonpayment of Rent and Lease Violation
  - c. Select the appropriate 'Exit Destination'
5. Death
  - a. Select the **only** corresponding 'Exit Destination' of "Deceased"
6. Other
  - a. Select this exit reason **only** when none of the other options apply
  - b. Select **only** one of the following appropriate corresponding 'Exit Destination' of:
    - i. No exit interview completed
    - ii. Other: should rarely be used. Please confirm that no other reason might apply before doing so
    - iii. Client doesn't know
    - iv. Client refused
    - v. Data not collected



## Reviewing Eviction Reports in ONE



This report can be used by service providers and property managers.



Review this report on a monthly basis.

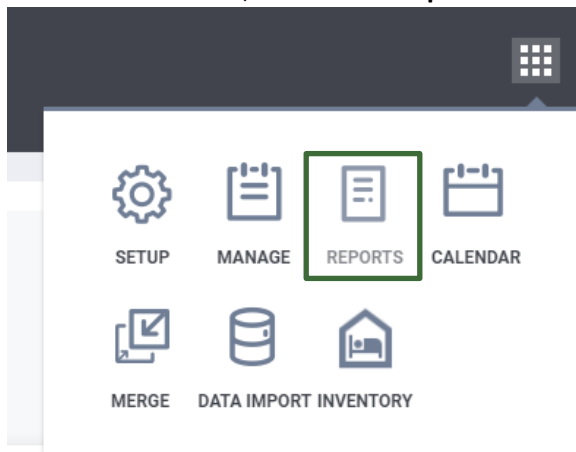
### Overview

Eviction Notice and Unlawful Detainer data helps HSH gather trends for both internal and external review and learning. Internally, HSH will use this data to understand eviction and unlawful detainer trends across the system and overlay ONE system demographic data to understand these trends through an equity lens. Externally, HSH can report trends and findings to the Board of Supervisors.

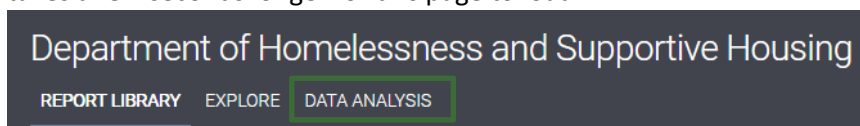
HSH created a report to help ensure accuracy for eviction notices and unlawful detainers. Housed under the 'Data Analysis' section of the ONE System, individual agencies or programs can be selected for specific review. Not all user roles have access to this report. If you are unable to access it, please contact your supervisor or Agency Lead.

### Step by Step

1. Click the waffle tool, then select **Reports**.



2. Reports will load onto the Report Library, but to get to this report select **Data Analysis**. It often takes a few seconds longer for this page to load.



3. Click on **San Francisco ONE System Reports** to expand, then navigate to **Data Quality Reports**. Select **Eviction Reporting** to run.



**Data Quality Reports**

Client with HSA/HSR ROI uploaded into ONE ▶ RUN

Direct Referrals made in error ▶ RUN

**Eviction Reporting** ▶ RUN

Referral Status Adult CE ▶ RUN

- Using the filters, select your desired **Agency Name** or **Program Name**.  
The report's date range automates to the current fiscal year. To review any other periods of time, click on the **Report Date Range** to edit that filter.

Eviction Reporting 15m ago 🔄 ⌵ ⋮

Agency Name  Program Name  Report Date Range

Eviction Notices & Unlawful Detainers (UD) Served and Evictions

Agency Name	Program Name	Eviction Notice Served - Nonpayment of Rent	Eviction Notice Served - Lease Violation	Eviction Notice Served - NP of Rent and Lease Violation	UD Served - Lease Violation	UD Served - Nonpayment of Rent	UD Served - NP of Rent and Lease Violation	Eviction Notice & UD Served Totals	Eviction - Lease Violation	Eviction - NP of Rent	Eviction - Lease Violation & NP of Rent	Eviction - Exit Reason Totals
Tenderloin Neighborhood Develop	Civic Center Residence - GF	24	0	0	0	0	0	24	0	0	0	0
Tenderloin Neighborhood Develop	TNDC - 270 Turk Housing Ladder -	20	0	0	0	0	0	20	0	0	0	0
Lutheran Social Services of Norcal	Mosaica - LOSP	14	0	0	0	0	0	14	0	0	0	0
Conard House	Aranda Hotel - HSH Fund	13	36	1	6	9	3	67	3	4	1	8
Conard House	Allen Hotel - CoC	8	0	1	0	0	0	8	0	0	0	0
Tenderloin Neighborhood Develop	Civic Center Residence - CoC	8	0	0	0	0	0	8	0	0	0	0
Conard House	McAllister Hotel - HSH Fund	1	8	0	5	2	1	17	0	0	0	0
Tenderloin Neighborhood Develop	Ambassador Hotel - CoC	1	5	0	1	0	0	7	0	0	0	0
Tenderloin Neighborhood Develop	Franciscan Towers Scattered Sites	1	0	0	0	0	0	1	0	0	0	0
Tenderloin Neighborhood Develop	West - GF	1	0	0	0	1	0	2	0	0	0	0
Abode Services	Abode Services - Flexible Housing	0	0	0	0	0	0	0	0	0	0	0
Abode Services	City Gardens - Prop C	0	0	0	0	0	0	0	0	0	0	0
Abode Services	Verona - GF	0	0	0	0	0	0	0	0	0	0	0

Using the report, confirm accuracy of the data. All eviction notices and unlawful detainers should be counted in this report. Any clients who exited the program due to an eviction should have their exit reason marked to indicate that, and will appear in in the “Eviction” section in purple. For example, if you want to only review data for July 2023, click to change the start date to 7/1/2023 and the end date to 7/31/2023. Once the date is updated, press the blue circle on the right of the page to update the re

Report Date Range

is from 2022/07/01 until 2023/07/12

is in range  until (before)  +

Program Name

Jul 2022

S M T W T F S

1 2

3 4 5 6 7 8 9

10 11 12 13 14 15 16

17 18 19 20 21 22 23

24 25 26 27 28 29 30

31

Aug 2022

Eviction Reporting 15m ago 🔄 ⌵ ⋮

Agency Name  Program Name  Report Date Range

Update

