

Entering MSHA Service



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

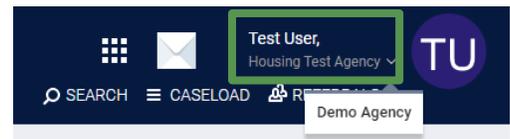


Enter at the time of housing program enrollment, within three business days of move-in.

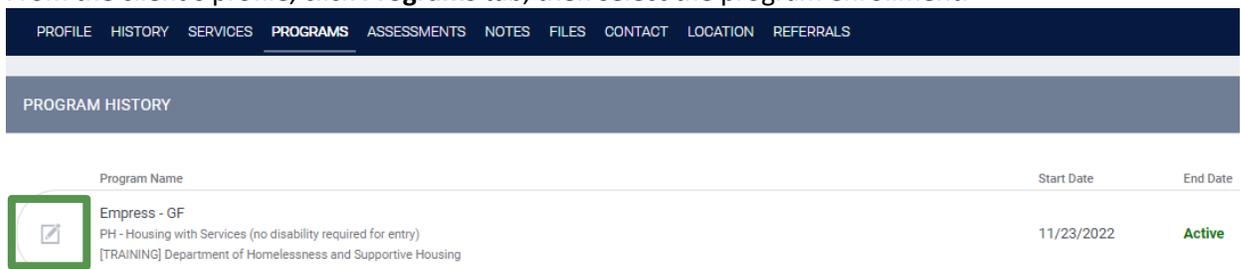
Enter an MSHA service to ensure that eligible clients who are served via MSHA are included in required reporting. This service entry applies to the following programs that serve both MSHA and non-MSHA eligible clients. The service only needs to be entered for the MSHA-eligible clients in these programs:

Agency	Program
Department of Homelessness and Supportive Housing	Star Hotel - GF
	Pacific Bay Inn - GF
HomeRise	Cambridge - HUD PBV
	Hamlin Hotel - HUD PBV
	Iroquois Hotel - HUD PBV
	San Cristina - HUD PBV
	Senator Hotel - HUD PBV
Larkin Street Youth Services	Routz - TH
Swords to Plowshares	Veterans Commons - CoC
UCSF Citywide	Camelot Hotel - GF
	Empress - CoC
	Empress - GF
	Le Nain Hotel - GF
	Windsor Hotel - GF

1. Start by ensuring that you are working within the correct agency in ONE. 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 **MHSA**.

The screenshot shows the 'Provide Services' tab selected in a navigation menu. Below the menu, there is a 'Services' section and an 'Eviction Activity' section. In the 'Eviction Activity' section, the 'MHSA' option is highlighted with a green box. Other options in the list include 'Other' with a dropdown arrow.

4. Change the **Event Date** to match the **Program Start Date** and then click **Submit**.

The screenshot shows the 'Provide Services' form with the 'MHSA' option selected. The 'Event Date' field is set to '03/26/2025' and is highlighted with a green box. The 'Program Start Date' field is set to '11/01/2024' and is also highlighted with a green box. The 'Submit' button is highlighted with a green box. The form includes a 'Service Note' field with a rich text editor and a 'SUBMIT' button.

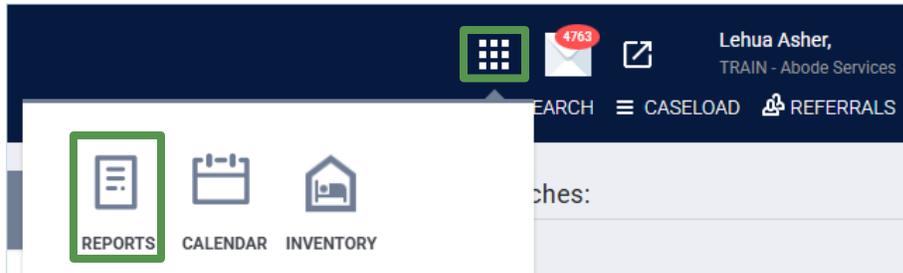


MHSA Reporting

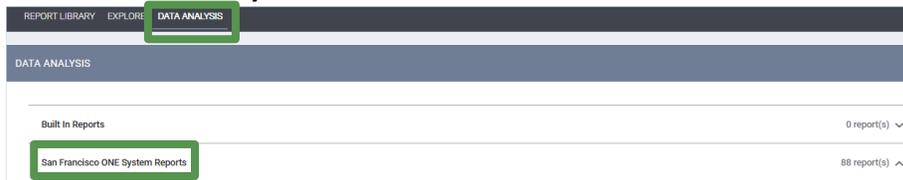
Review the MHSA Client List monthly or more often to ensure that the information in ONE is accurate.

MHSA Client List

1. Under the waffle tool, select **Reports**.

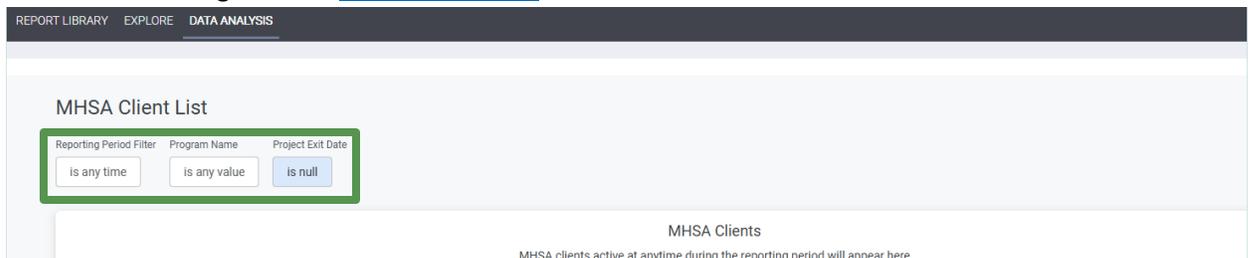


2. Select the **Data Analysis** tab.



3. Select **San Francisco ONE System Reports** to expand the menu and navigate to **MHSA Reports**.

4. Click **Run** to the right of the **MHSA Client List**



To view all clients currently active in your program, set the filters as follows:

- Reporting Period Filter: is any time
- Program Name: select program or programs
- Project Exit Date: is null

General Tips for Data Analysis Reports

- Click [] to run the report after you have applied any filters.
- If you update the data, click the three dots on the top right-hand corner of the report screen and click "Clear cache and refresh" to update the report.

