Evictions in the ONE System

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.

Contents

Tracking Eviction Notices & Unlawful Detainers for PSH

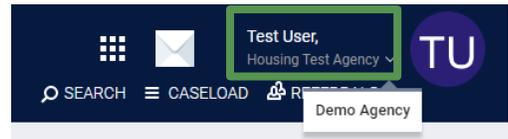This task is completed by ***service providers*** in ONE.

Enter the **Eviction Activity Service** by the 15th of the month following the actual service date on the tenant.
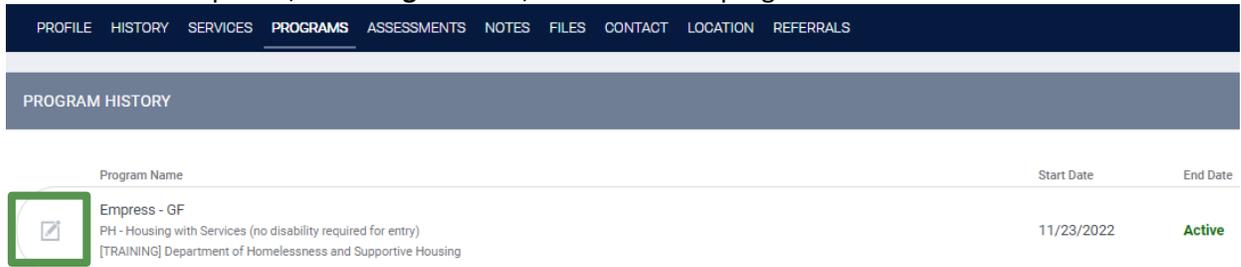
Overview

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 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:

Program Name	Start Date	End Date
Empress - GF PH - Housing with Services (no disability required for entry) [TRAINING] Department of Homelessness and Supportive Housing	11/23/2022	**Active**

3. From the enrollment screen, click the **Provide Services** tab, then select **Eviction Activity,** then select the appropriate item: **Legal 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**.

Entering Exits & Exit Reason for PSH

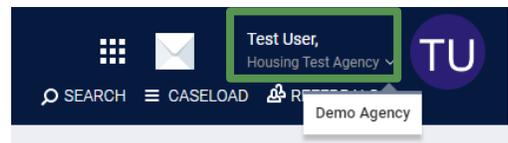This task is completed by ***service providers*** in ONE.

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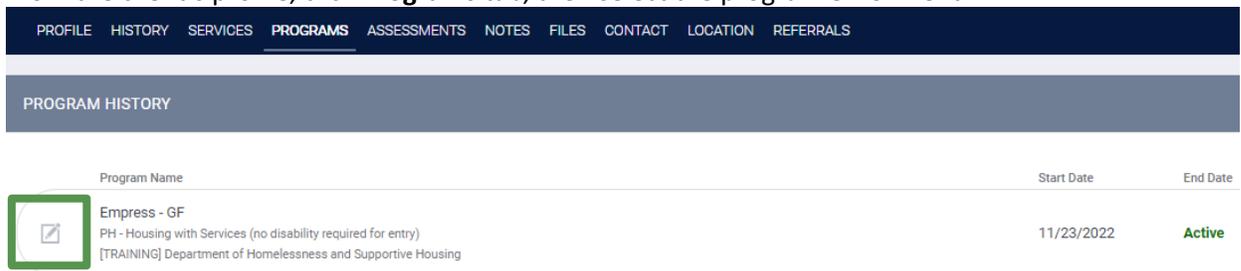
Overview

Exit Reasons describe why a person exits PSH. This information 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.
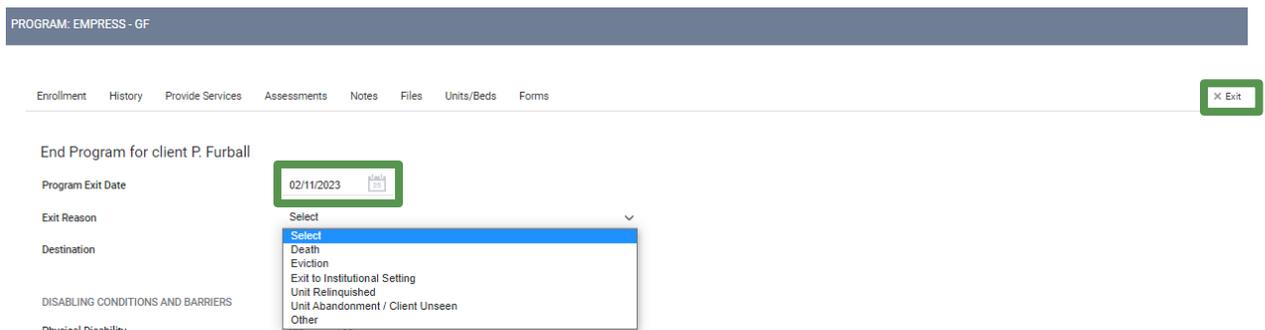
Step by Step

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:

PROFILE	HISTORY	SERVICES	**PROGRAMS**	ASSESSMENTS	NOTES	FILES	CONTACT	LOCATION	REFERRALS

PROGRAM HISTORY

	Program Name	Start Date	End Date
✎	Empress - GF PH - Housing with Services (no disability required for entry) [TRAINING] Department of Homelessness and Supportive Housing	11/23/2022	**Active**

3. From the enrollment screen, click the **Exit** button. Enter the **Program Exit Date,** then select the **Exit Reason** and corresponding **Exit Destination:**

PROGRAM: EMPRESS - GF

Enrollment	History	Provide Services	Assessments	Notes	Files	Units/Beds	Forms		✕ Exit

End Program for client P. Furball

Program Exit Date   02/11/2023

Exit Reason   Select ⌄

Destination

Select
Death
Eviction
Exit to Institutional Setting
Unit Relinquished
Unit Abandonment / Client Unseen
Other

DISABLING CONDITIONS AND BARRIERS

Physical Disability

4. 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

Exit Reason	Eviction
Eviction Reason	Select
Destination	

Select
Lease Violation
Nonpayment of Rent
Nonpayment of Rent and Lease Violation

5. If **Lease Violation** or **Nonpayment of Rent and Lease Violation** is selected as the **Eviction Reason,** you must also complete the **Eviction Reason Detail** field by selecting one of the following:
    a. Destruction of Property
    b. Threats of Violence
    c. Violence
    d. Unit Habitability
    e. Arson
    f. Other (Write In)

Eviction Reason	Nonpayment of Rent and Lease Violation
Eviction Reason Detail	Other
Write In	
Destination	

Select
Destruction of Property
Threats of Violence
Violence
Unit Habitability
Arson
Other

6. 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.

PROGRAM HISTORY

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.

PROGRAM: EMPRESS - GF

Enrollment   History   Assessments   Notes   Files   Units/Beds   Forms   × Exit

0 DAYS INACTIVE PROGRAM

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**.

<u>Detailed Exit Reasons</u>
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 'Eviction Reason Detail' if Lease Violation is included in 'Eviction Reason'
   d. 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.**
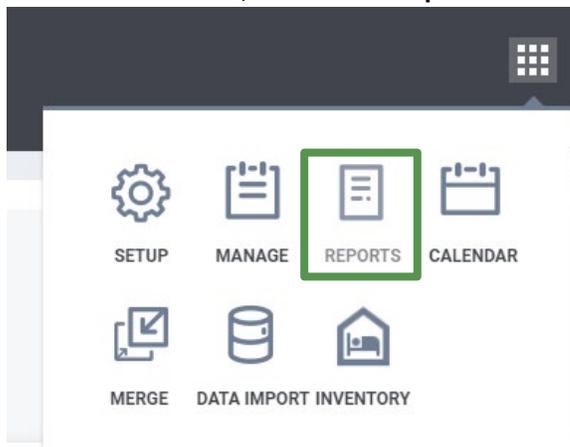
2. Reports will load onto the Report Library, but to get to this report select **Data Analysis.** It often takes a few seconds longer for this page to load.
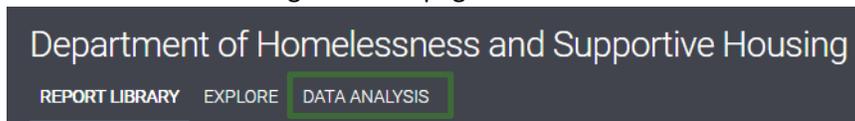
3. Click on **San Francisco ONE System Reports** to expand the list, then navigate to **Data Quality Reports.** Select **Eviction Reporting** to run the report.

Data Quality Reports

Client with HSA/HSH ROI uploaded into ONE	⊙ RUN
Direct Referrals made in error	⊙ RUN
Eviction Reporting	⊙ RUN
Referral Status Adult CE	⊙ RUN

4. 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.
    a. The top section of the report displays totals of Legal Notice and Unlawful Detainers Served and Evictions by program

Eviction Reporting

Agency Name | Program Name | Report Date Range
is any value | is any value | is from 2023/07/01 until 2024/07/01

Eviction Notices & Unlawful Detainers (UD) Served and Evictions

Agency Name	Program Name	Legal Notice Served - Nonpayment of Rent	Legal Notice Served - Lease Violation	Legal Notice Served - Nonpayment of Rent and Lease Violations	UD Served - Lease Violation*	UD Served - Nonpayment of Rent	UD Served - NP of Rent and Lease Violation*	Legal Notice & UD Served Totals	Eviction - Lease Violation	Eviction - NP of Rent	Eviction - Lease Violation & NP of Rent	Eviction - Exit Reason Totals
Abode Services	Verona - GF	0	1	0	0	0	0	1	1	0	0	1
Bayview Hunters Point Foundat...	Bayview Hill Gardens - CoC	2	0	0	0	0	0	2	0	0	0	0
Bayview Hunters Point Foundat...	Bayview Hill Gardens - HUD PBV	7	0	0	0	0	0	7	0	0	0	0
Bayview Hunters Point Foundat...	Bayview Hill Gardens - LOSP	5	0	0	0	0	0	5	0	0	0	0
Brilliant Corners	Brilliant Corners - Flexible Hous...	2	0	0	0	0	2	4	0	0	0	0
Brilliant Corners	Brilliant Corners - Flexible Hous...	0	1	0	0	0	0	1	0	0	0	0
Brilliant Corners	Brilliant Corners - Flexible Hous...	0	5	0	1	0	0	6	0	0	0	0
Brilliant Corners	Brilliant Corners - Flexible Hous...	0	1	0	0	0	0	1	0	0	0	0
Catholic Charities CYO	10th and Mission - LOSP	6	0	0	0	0	0	6	0	0	0	0

*Scroll down to view details on lease violation evictions

b. The bottom section of the report displays Lease Violation Eviction Details for evictions where the Eviction Reason is Lease Violation or Nonpayment of Rent and Lease Violation is selected as the Eviction Reason

* Lease Violation Eviction Details

Agency Name	Program Name	Unique Identifier	Project Exit Date	Eviction Reason	Lease Violation Type	Lease Violation Detail
Abode Services	Verona - GF	27C5982A6	2023-07-19	Lease Violation	Ø	Ø
Conard House	Allen Hotel - CoC	F426D10C7	2024-01-17	Lease Violation	Unit Habitability	Ø
Conard House	Aranda Hotel - HSH Fund	385C8EE7A	2023-10-25	Lease Violation	Ø	Ø

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 report.