

One Door Orientation for ERF Grantees

Rachael Austin

Monitoring and Technical Assistance
Section Chief

Nichole Zaragoza-Smith

Grants Administration and Program Design
Section Chief





Today's Agenda

1. One Door Overview
2. Available Tools and Resources
3. System Demonstrations:
 - ✓ How to Log-in and Manage User Access
 - ✓ How to Submit Contract Reports and Budget Change Requests
4. Next Steps



Terminology Update & Level Set

- **One Door:** formerly HCD Connect
- **Cognito:** Inactive as of September 30, 2026. One Door replaces Cognito.
- **Contract Reporting:** Previously referred to as “fiscal reports”, Contract Reports capture fiscal and program outcome reporting in One Door.

[Submit Contract Reporting](#)



One Door Overview

- One Door (formerly HCD Connect) is going to be the central contract management portal for HCD staff, applicants, jurisdictions, and the general public.
- One Door replaces Cognito, enabling internal and external stakeholders to effectively track, monitor, and report contract information.
- The goal of One Door is to enhance data management and customer service while facilitating robust analysis of program outcomes, promoting efficiency, transparency, and accountability.
- The new system will also further data-driven decision-making, ensuring the long-term success and sustainability of housing and homelessness investments in California.



One Door Overview

- Prior reporting and budgets were imported by HCD to One Door
- One Door will not allow obligations and expenditures to be reported out of alignment with the approved budget on file
- Misalignment of contract reporting with budgets may have resulted in lost data in One Door
- Review One Door against your records during the month of October
- HCD can provide copies of prior reporting upon request to support this review



Budget Change Requests (BCRs)

- Fundamentally, the process remains the same
- Once approved, One Door will generate an approval email notifying you that the budget is available in the system to report against
- BCRs submitted prior to October 1 that have not yet been approved will be entered into One Door on your behalf upon approval



Tools and Resources

- One Door User Guide for ERF grantees
 - How to Log-in and/or register
 - How to Submit Fiscal Reports
 - How to Submit Budget Modification Requests
- ERF Contract Reporting Template
 - Data preparation tool for fiscal quarterly reporting
- ERF Budget Change Request Template
 - Data preparation tool for proposing a budget change



Tools and Resources: One Door User Guide

IV. ACCOUNT SETUP AND LOGIN

Note that there are two options for account setup; one for existing HHAP contacts, and one for new users.

A. Existing ERF Contacts

All existing contacts on file with HCD have been uploaded into One Door. If you are one of these existing contacts, follow the steps below to gain access and ensure your login credentials are up to date.

1. Click the [registration link](#) and select "Forgot Password," even though you did not forget your password; this is just the pathway to creating your login. (Figure 1)
2. Enter your email address. (Figure 2)

The screenshot shows the OneDoor login page. At the top is the OneDoor logo with the text "Powered by HCD Connect". Below the logo is a "Log In" section with two input fields: "Email/Username" and "Password". There is a "Log In" button below the fields. At the bottom of the login section, there are two links: "Forgot your password?" and "Not Registered? Create an account". A red arrow points to the "Forgot your password?" link. The caption "Figure 1" is in the bottom right corner.

B. New Users

If you are not a contact on file with HCD, follow the steps below to complete the registration process:

1. Click on the [registration link](#).
2. Click "Not Registered? Create an account" to start the registration process (Figure 5).
3. Scroll to the bottom of the page and find "Jurisdiction" from the options and then click "Register" (Figure 6).

The screenshot shows the OneDoor login page, similar to Figure 1. It has the OneDoor logo and "Powered by HCD Connect" text. Below is the "Log In" section with "Email/Username" and "Password" fields, and a "Log In" button. At the bottom, there are links for "Forgot your password?" and "Not Registered? Create an account". A red arrow points to the "Not Registered? Create an account" link. The caption "Figure 5" is in the bottom right corner.

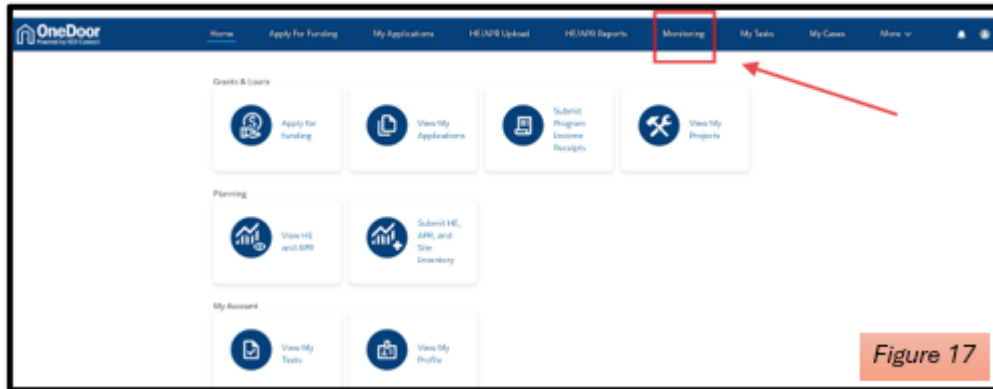
Support & Troubleshooting: If you cannot access the system, please contact us at hpdhomelessnessgrants@hcd.ca.gov.



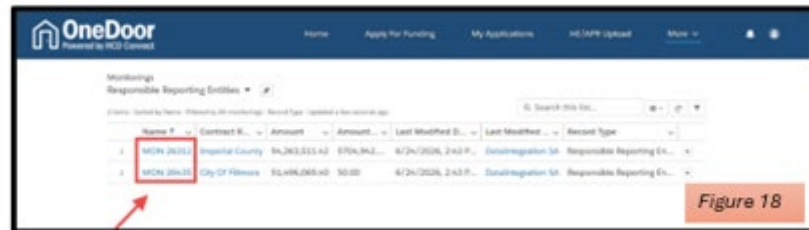
Tools and Resources: One Door User Guide

V. SUBMITTING ERF CONTRACT REPORTS

1. From the One Door Welcome Page, click "Monitoring" to begin the HHAP Contract Report (Figure 17).



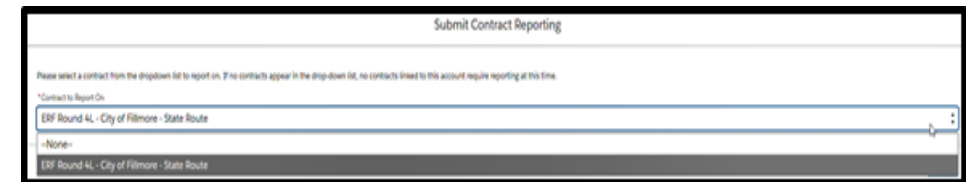
2. In the list of Responsible Reporting Entities, select the identifier in the "Name" column that corresponds to the jurisdiction or reporting entity you are submitting a report for e.g., MON-26435 (Figure 18).



3. Select "Submit Contract Reporting". This will open the Contract Report workflow for the selected reporting entity (Figure 19).



4. Select the contract for which you are preparing a Contract report, then click "Next" (Figure 20)



Support & Troubleshooting: If values do not save or appear unchanged, it is likely that "Confirm" was not selected. Re-enter the values and click "Confirm."



Tools and Resources: One Door User Guide

VI. SUBMITTING ERF BUDGET CHANGE REQUEST (BCR)

This section provides detailed instructions for submitting a HHAP BCR in One Door. A BCR must be submitted when your jurisdiction needs to revise the approved HHAP budget, add new eligible use categories, or reallocate funds among existing eligible uses.

1. From the One Door Welcome Page, click "Monitoring" to begin preparing and submitting BCRs (Figure 27).

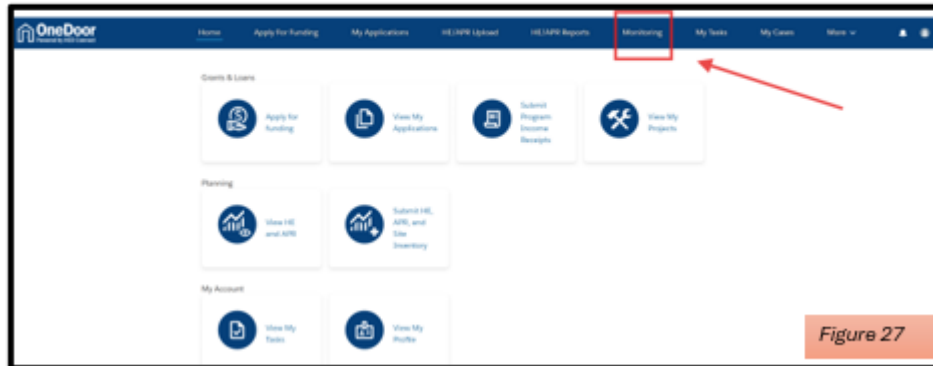


Figure 27

Support & Troubleshooting: If the information in the confirmation email does not reflect the values you entered or if you made an error in the Contract Report, you can resubmit the report to reflect the correct values. If the issue persists, contact hpdhomelessnessgrants@hcd.ca.gov for assistance.



2. In the list of Responsible Reporting Entities, select the appropriate identifier listed in the "name" column of the jurisdiction requesting the budget change (e.g., MON-26312 for Imperial County) (Figure 28).

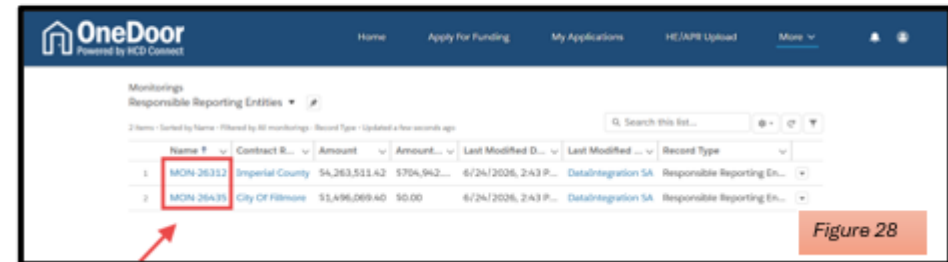


Figure 28



Figure 35



Tools and Resources: Templates

- ERF Contract Reporting Template

DEPARTMENT OF HOUSING AND COMMUNITY DEVELOPMENT
HOMELESSNESS PROGRAMS AND ACCOUNTABILITY
651 Bannon Street, Suite 400
Sacramento, CA 95811
HPDHomelessnessGrants@hcd.ca.gov




ERF Contract Report

Quarterly Contract Report Form				
	Eligible Use	Budgeted	Obligated Total Obligated must be less than or equal to Budgeted Amount (Red indicates errors and green indicates no errors)	Expended Total Expended must be less than or equal to Total Obligated (Red indicates errors and green indicates no errors)
1	Delivery of Permanent Housing			
2	Rapid Rehousing			
3	Operating Subsidies			
4	Prevention and Shelter Diversion			
5	Interim Sheltering			
6	Improvements to Existing Emergency Shelter			
7	Street Outreach			
8	Services Coordination			
9	Systems Support			
10	Administrative Costs			
	Total			

Contract Report Compliance Tool

This section is informational only; jurisdictions cannot make selections or enter data. The embedded compliance tool, which operates exclusively in Excel, automatically evaluates whether the entries in the table above meet the applicable HHAP round requirements. A red highlight indicates an error, while a green highlight indicates that no errors were detected for the requirement.

1	Maximum Allowed Administrative Cost (7% Cap)	\$0.00	True
2	Total Budgeted Amount Must Equal Total Award Amount	\$0.00	True



Tools and Resources: Templates

Encampment Data and Status			
1 Provide information on the encampment(s) addressed by the award, and updates to the status of the encampment(s). Encampment data should be cumulative, even if an award is addressing multiple encampments.			
Total Number of Individuals Provided with Services Only:			
Total Number of Individuals Housed in Interim Housing:			
Total Number of Individuals Housed in Permanent Housing:			
Cumulative Total Unduplicated Number of Individuals provided with Services, Interim Housing, or Permanent Housing:			
2 Please make updates to previously reported site(s) below. If the site status is "Resolved" or "Partially Resolved" you must populate if its been restored to the intended public use. If the site status if "Not Resolved" or "Other," you must answer the question on progress and the question on funding plans (last two columns).			
Refer to the definitions below for reporting on encampment status:			
Resolved: People no longer reside at the site (fully moved into shelter/interim/perm, OR connected to housing solutions and no longer reside there and it's been fully restored to its intended public use.			
Partially Resolved: People no longer reside at the site (fully moved into shelter/interim/perm, OR connected to housing solutions and no longer reside there), but it has not been fully restored to its intended public use.			
Not Resolved: People still reside at the site. Please explain.			
Other: Please explain.			
Encampment Name (Add as many rows as applicable)	Encampment Status <i>(select from Dropdown)</i>	Has the site been fully restored to the intended public use?	Total Size of Encampment at End of Quarter



Tools and Resources: **Templates**

- ERF Budget Change Request Template Narrative
 1. What prompted the need for this change
 2. Programmatically, what will be eliminated, reduced, or augmented from the previously approved budget?
 3. Programmatically, what will be added, expanded, or augmented in the newly proposed budget?



Tools and Resources: Templates

- ERF Budget Change Request Template

	Eligible Use Category	Approved Budgeted Amount	Current Obligated Amount	Proposed Adjusted Amount
		Please ensure this column matches what is on One Door as it will automatically display the jurisdiction's current approved budget	Total "Obligated Amount" must be less than or equal to Approved Budgeted Amount.	Total "Proposed Adjusted Amount" must be less than or equal to Current Obligated Amount.
1	Administrative Costs (cost must not exceed 5%)			
2	Interim Sheltering			
3	Rapid Rehousing			
4	Delivery of Permanent Housing and Innovative Solutions			
5	Improvements to Existing Emergency Shelters			
6	Operating Subsidies			
7	Prevention and Shelter Diversion			
8	Services Coordination			
9	Street Outreach			
10	Systems Support			
11				
12				

Budget Change Request Compliance Tool		
This section is informational only; jurisdictions cannot make selections or enter data. The embedded compliance tool, which operates exclusively in Excel, automatically evaluates whether the entries in the table above meet the applicable HHAP round requirements.		
A red highlight indicates an error, while a green highlight indicates that no errors were detected for the requirement.		
1	No variance between the Total Budgeted amount and the Total Awarded amount. (Difference is zero)	\$0.00
2	No variance between the Current Total Budget and the Proposed Total Budget (Difference is zero)	\$0.00
3	Maximum Allowed Administrative Cost (5% Cap)	\$0.00
4	The Total Administrative Costs are equal to or less than the Administrative Cost Cap (difference is zero or positive)	TRUE
5	The Proposed Total Budget is equal to or less than the Total Obligated amount (difference is zero or positive)	\$0.00



One Door Demonstration - ERF



[Registration](#) [FAQs](#) [211](#) [Help](#)

Welcome to One Door

California's unified portal for affordable housing funding and reporting. One Door streamlines access to numerous affordable housing funding programs across five state agencies. It also supports local reporting for housing elements.

Through One Door, you can:

- Register your organization and maintain up-to-date supporting materials
- Prepare, submit, and track funding applications during open funding rounds
- Submit Housing Element reporting for your jurisdiction

Log In

Email/Username

Password

[Log In](#)

[Forgot your password?](#)

Not Registered? [Create an account](#)

Programs & Functions Supported by One Door Application

- ▶ [Housing Development and Finance Committee \(HDFC\) funding programs](#)
- ▶ [Department of Housing and Community Development \(HCD\) funding programs](#)
- ▶ [Housing Elements](#)

Other Coordinated Resources

- ▶ [State Treasurer's Office Programs](#)



Next Steps

1. **Log-in to One Door** and ensure you have access
 - Existing HCD Contacts can select “Forgot Password”
 - New user access can be requested
2. **Review One Door records for accuracy** and identify and submit any necessary contract reporting and/or budget change requests.
3. **Attend Drop-in Sessions** scheduled from 1:30-2:30pm every Friday in October for grantee support.
4. **Submit the Required Quarterly Report(s) due October 31**
 - Prepare report submissions using the provide Microsoft Excel template
 - You cannot save incomplete progress in One Door