

One Door Orientation for HHAP Grantees

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Today's Agenda

1. One Door Overview
2. Eligible Use Category and Contract Reporting Alignment
3. Tool and Resource Demonstrations
4. System Demonstrations
 - ✓ How to Log-in and Manage User Access
 - ✓ How to Submit Contract Reports and Budget Change Requests
5. 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/or performance progress 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.



Eligible Use Category and Contract Reporting Alignment

- Over the past 7 HHAP rounds, eligible use categories have evolved. The fundamental eligible uses of funds have remained largely consistent.
- In One Door, the eligible use categories from HHAP rounds 1-7 will be consolidated into a single framework to fully align with the annual report framework to ensure consistency in tracking and reporting data across all rounds.
- Resources and tools will be provided to support you in adopting the new framework.



New Eligible Use Category Framework

1. Permanent Housing and Prevention
2. Interim Housing
3. Non-Housing



Permanent Housing and Prevention Eligible Use Categories

One Door Eligible Use Category Framework	By-Round Eligible Use Categories that may be included
Capital for Permanent Housing	Capital for Permanent Housing
	Delivery of Permanent Housing and Innovative Solutions
Operating Costs/Supportive Services – Permanent Housing	Operating Subsidies- Permanent Housing
	Permanent Housing Services and Services Coordination
	Operating Subsidies
	Services Coordination
	Delivery of Permanent Housing and Innovative Solutions
Rental Assistance and Rapid Rehousing	Rental Assistance and Rapid Rehousing
	Rapid Rehousing
	Landlord Incentives
Prevention and Shelter Diversion	Prevention and Shelter Diversion



Interim Housing Eligible Use Categories

One Door Eligible Use Category Framework	By-Round Eligible Use Categories that may be included
Capital for New Interim Housing	Capital for New Interim Housing
	New Navigation Centers and Emergency Shelters
	Navigation Centers
	Interim Housing
	Interim Sheltering
Improvements to Existing Interim Housing	Improvements to Existing Interim Housing
	Improvements to Existing Emergency Shelters
	Shelter Improvements
Operating Costs/Supportive Services – Interim Housing	Interim Housing Services and Services Coordination
	Operating Subsidies- Interim Housing
	Navigation Centers
	Operating Subsidies
	Services Coordination
	New Navigation Centers and Emergency Shelters
	Interim Housing
	Interim Sheltering
Motel/Hotel Vouchers	Motel/Hotel Vouchers



Non-housing Eligible Use Categories

One Door Eligible Use Category Framework	By-Round Eligible Use Categories that may be included
Services and Services Coordination for People Experiencing Unsheltered Homelessness	Services and Services Coordination for People Experiencing Unsheltered Homelessness
	Services Coordination
	Outreach and Coordination
	Street Outreach
Homeless Management Information System (HMIS)	Additional 1% for HMIS
Administrative Costs	Administrative Costs
Systems Support	Systems Support
	Strategic Planning and Infrastructure Development



Eligible Use Category and Budget Reporting Alignment

- One Door will not allow the submission of fiscal reporting out of alignment with the approved budget on file.
- Grantees will need to prioritize reviewing and adjusting **budgets** and **reported obligations** and **expenditures** in One Door to ensure alignment and reflect the updated eligible use categories.
- This alignment is required for prior rounds and future reporting.
- HCD staff will be available to provide support and guidance during this transition.



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 HHAP 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)

A screenshot of the OneDoor login page. The page has a blue header with the "OneDoor" logo and "Powered by HCD Connect". Below the header, there is a "Log In" section with two input fields: "Email/Username" and "Password". A blue "Log In" button is 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 page is labeled "Figure 1" 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).

A screenshot of the OneDoor login page, similar to Figure 1. It shows the "Log In" section with "Email/Username" and "Password" fields, a "Log In" button, and links for "Forgot your password?" and "Not Registered? Create an account". A red arrow points to the "Not Registered? Create an account" link. The page is labeled "Figure 5" in the bottom right corner.

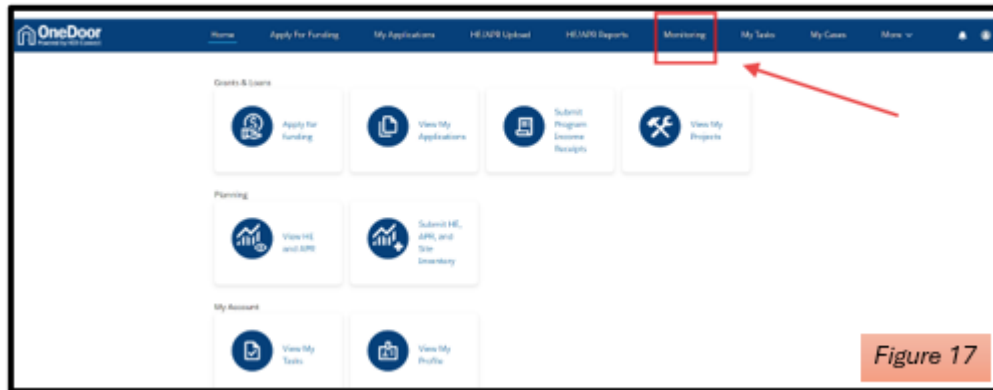
Support & Troubleshooting: If you cannot access the system, please contact us at hpddhomelessnessgrants@hcd.ca.gov.



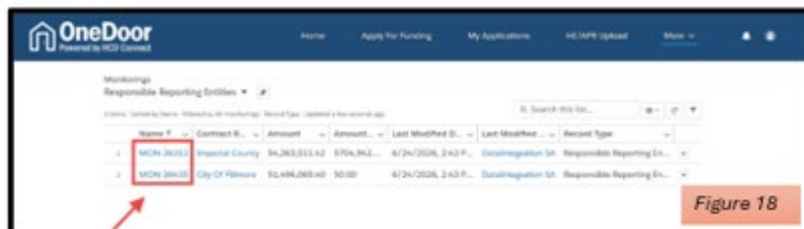
Tools and Resources: One Door User Guide

V. SUBMITTING HHAP CONTRACT REPORTS

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



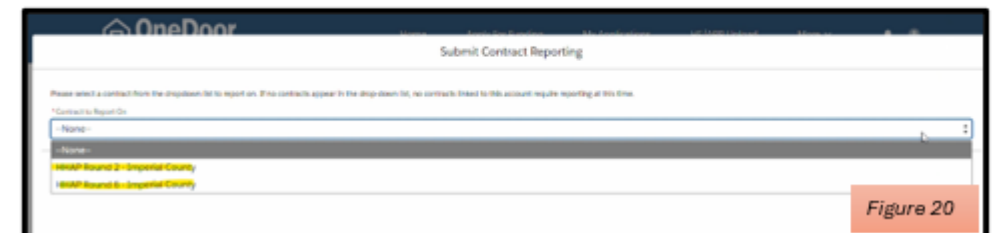
2. In the list of Responsible Reporting Entities, select the identifier in the "Name" column that corresponds to the jurisdiction or reporting entity you are submitting a report for e.g., MON-26435 (Figure 18).



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)

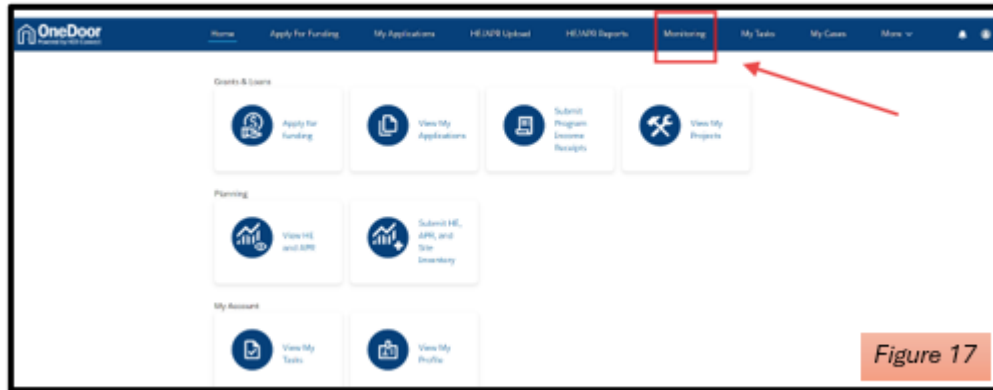




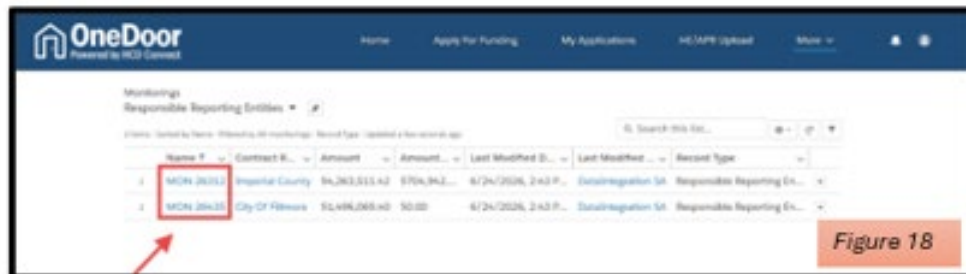
Tools and Resources: One Door User Guide

V. SUBMITTING HHAP CONTRACT REPORTS

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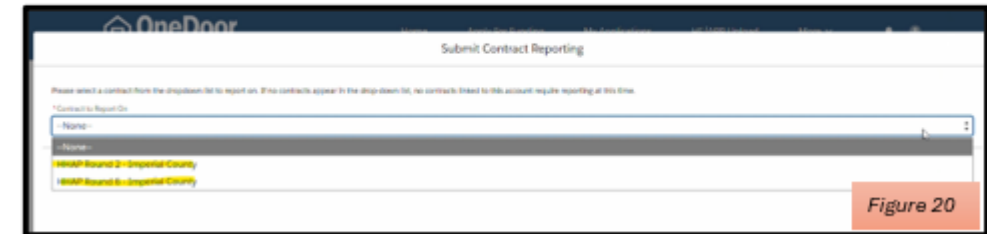
2. In the list of Responsible Reporting Entities, select the identifier in the "Name" column that corresponds to the jurisdiction or reporting entity you are submitting a report for e.g., MON-26435 (Figure 18).



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 A HHAP 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).

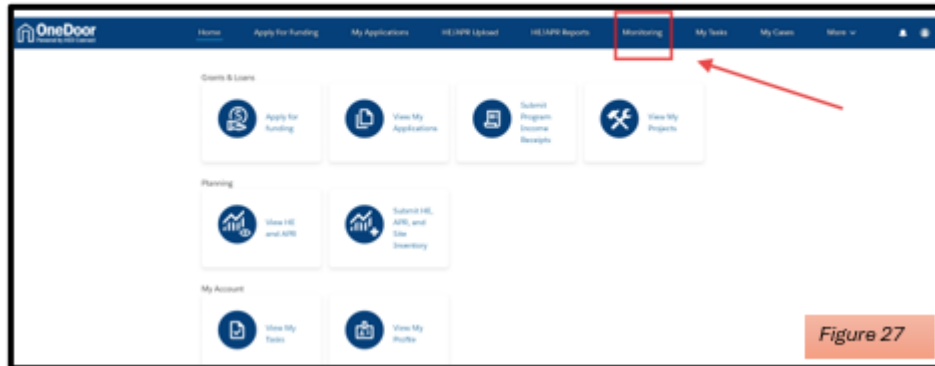


Figure 27

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).

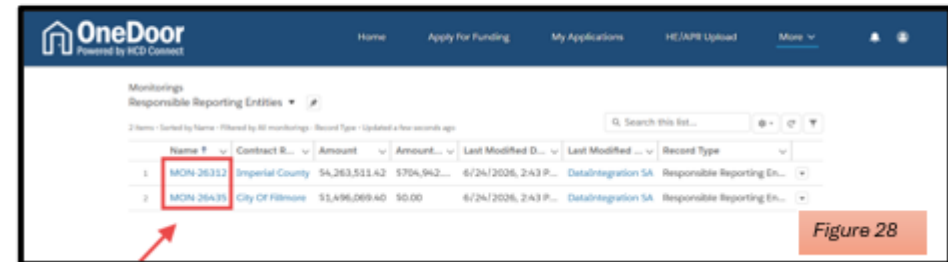


Figure 28



Figure 35



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



A	Identifying Information
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Monthly Contract Report Form			Youth Budgeted Amount	Total Obligated	Youth Obligated	Total Expended	Youth Expended
Eligible Uses	Budgeted Amount	Youth Budgeted Amount	Total Obligated must be less than or equal to Budgeted Amount	Youth Obligated must be less than or equal to Youth Budgeted Amount and Total Obligated	Total Expended must be less than or equal to Total Obligated	Youth Expended must be less than or equal to Youth Obligated Amount and Total Expended	
Contract Report Compliance Tool <i>Information is informational only; jurisdictions cannot make selections or enter data. The embedded compliance tool, operates exclusively in Excel, automatically evaluates whether the entries in the table above meet the applicable HHAP round requirements.</i> <i>Highlight indicates an error, while a green highlight indicates that no errors were detected for the requirement.</i>							
Maximum Allowed Administrative Cost (7% Cap)	\$0.00	True					
Minimum Youth Budget for HHAP Rounds 1–2: At least 1% of Total Proposed Budget	NA	NA					
Minimum Youth Budget for HHAP Rounds 3–7: At least 1% of Total Proposed Budget	NA	NA					
Maximum Allowed HMIS Cost (1% Cap)	\$0.00	True					
Total Obligated must not exceed the total award	\$0.00	True					
Total Budgeted Amount must not exceed or be less than total award amount	\$0.00	True					
			\$0.00	\$0.00	\$0.00	\$0.00	

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	Minimum Youth Budget for HHAP Rounds 1–2: At least 8% of the Total Proposed Budget	NA	NA
3	Minimum Youth Budget for HHAP Rounds 3–7: At least 10% of the Total Proposed Budget	NA	NA
4	Maximum Allowed HMIS Cost (1% Cap)	\$0.00	True
5	Total Obligated must not exceed the total award	\$0.00	True
6	Total Budgeted Amount must not exceed or be less than the total award amount	\$0.00	True



Tools and Resources: Templates

- HHAP Budget Change Request Template

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

HHAP Budget Change

Budget Change Request Information:

	Related Attribute Name (Eligible Uses)	Total Budgeted (As per latest Budget on File)	Total Obligated (As per the recently submitted report)
1	Homeless Management Information System (HMIS)		
2	Administrative Costs (cost must not exceed 7%)		
3	Capital for Permanent Housing		
4	Capital for New Interim Housing		
5	Improvements to Existing Interim Housing		
6	Operating Costs/Supportive Services – Interim Housing		
7	Motel/Hotel Vouchers		
8	Operating Costs/Supportive Services – Perm Housing		
9	Prevention and Shelter Diversion		
10	Rental Assistance and Rapid Rehousing		
	Services and Services Coordination for People		
11	Experiencing Unsheltered Homelessness		
12	Systems Support		
	Total	\$0.00	\$0.00

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	Maximum Allowed Administrative Cost (7% Cap)	\$0.00
2	Minimum Youth Budget for HHAP Rounds 1–2: At least 8% of the Total Proposed Budget	NA
3	Minimum Youth Budget for HHAP Rounds 3–7: At least 10% of the Total Proposed Budget	NA
4	Confirm that there is no variance between the Total Budgeted amount and the Total Awarded amount	\$0.00
5	Confirm that there is no variance between the Current Total Budget and the Proposed Total Budget	\$0.00
6	Confirm that the Total Administrative Costs are equal to or less than the Administrative Cost Cap	TRUE
7	For HHAP Rounds 1–2: Confirm that the Total Youth Set-Aside is equal to or greater than the Minimum Youth Budget	NA
8	For HHAP Rounds 3–7: Confirm that the Total Youth Set-Aside is equal to or greater than the Minimum Youth Budget	NA
	Confirm that the Proposed Total Budget is equal to or less	



One Door Demonstration - HHAP



[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. Budget changes that are eligible for approval upon submission will be visible in the system 72 hours after submission.
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