January 31, 2023

Indiana Housing & Community Development Authority

DV CLIENTTRACK USER MANUAL

AN INSTRUCTIONAL GUIDE ON HOW TO USE CLIENTTRACK, A WEB-BASED CASE MANAGEMENT SYSTEM

CONTENTS

OBJECTIVES

Thank you for using ClientTrack for your case management needs. DV ClientTrack is an electronic data collection system for persons who access a variety of services for homeless clients experiencing domestic violence. Aggregate data can be used to understand the size, characteristics, and needs of the population at the local, state, and national levels. ClientTrack enables you to track information about client needs, goals, and service outcomes.

The content in this user manual will provide information on all the basic features of ClientTrack and detailed guidance on your day-to-day data entry, as well as helpful case management tools to optimize your services and time. We believe you will find this web-based case management system easy to use and essential in sharing your impact.

In this manual, you will find the following information:

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- DV ClientTrack help desk information

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- Exit workflow
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- Annual Performance Report (APR)
- Consolidated Annual Performance and Evaluation Report (CAPER)
- Universal Data Quality Report

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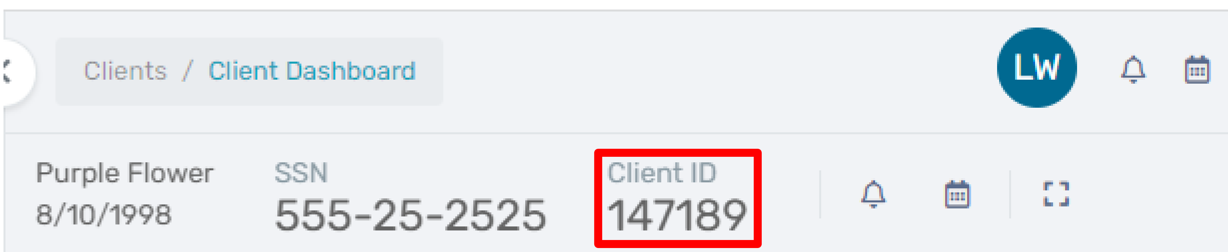
DV CLIENTTRACK HELP DESK

If you encounter any issues with ClientTrack at any time, please contact the help desk with the email address below. **Please do not send identifying information for clients when emailing the help desk.** There is a unique client ID number assigned to each client record in the system. This number is found at the top of the client record to the right of the client's name and date of birth as seen outlined by the red box.



Please only use the client ID number when emailing the help desk.

DV ClientTrack Help Desk: DVHelpDesk@ihcda.IN.gov

CLIENTTRACK ACCESS

You can access DV ClientTrack with the following link:

https://www.clienttrack.net/IDV

ClientTrack for Domestic Violence Providers

SECURITY POLICIES & PROCEDURES

Personal Protected Information (PPI) is considered any information that could lead to individual identification of clients you serve. Agencies participating in ClientTrack should have procedures in place for the secure storage and disposal of hardcopy and electronic data generated from ClientTrack or created for entry into ClientTrack. PPI should be stored in locked drawers/file cabinets and hardcopy data should be shredded before disposal. Electronic PPI including data contained on disks, CD's, jump drives, computer hard drives, and/or other media should be reformatted before disposal.

PRIVACY AND CLIENT INFORMATION RESTRICTIONS

The Domestic Violence (DV) ClientTrack environment is a closed system. Client level data is only seen by your organization and the support team.

A client can refuse data collection or data entry into DV ClientTrack, but the client should be asked. The agency cannot determine participation on behalf of the client. ***No person is to be refused services regardless of their participation in ClientTrack.***

You can find Indiana's Balance of State (BOS) security plan on the partner website, as well as other helpful forms and resources: https://www.in.gov/ihcda/indiana-balance-of-state-continuum-of-care/hmis-clienttrack-and-dv-clienttrack/

CLIENTTRACK COMPUTERS

All computers used to access ClientTrack should be situated in secure locations. ClientTrack computers in publicly accessible areas should be always staffed and not viewable by other individuals. All computers should be password protected, and the password you use to log onto your computer should NOT be the same password as your ClientTrack password, but rather a password to prevent access to the computer itself.

ClientTrack usernames and passwords are NOT to be shared with other users. Users should not keep username/password information in a public location (i.e., sticky notes on monitors or filed under ClientTrack or Password in a Rolodex). ClientTrack security policies require the use of strict passwords. Passwords must have:

- At least one number
- Between 8 and 12 characters
- At least one non-letter, non-numeric character (! #@$)
- At least one capital letter

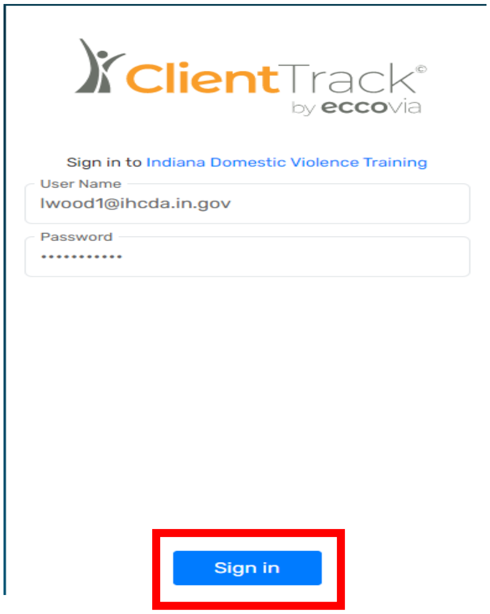
New passwords will be required upon first login. **Accounts are automatically deactivated after 30 days of inactivity for security purposes.** You will be required to change your password every 90 days for security purposes. If you need assistance with your username and password, contact the Help Desk by emailing **DVHelpDesk@ihcda.IN.gov** and someone will assist you.

LOGGING INTO THE SYSTEM

ClientTrack is a web-based application, and you will need to use an internet browser to access it. ClientTrack works with Google Chrome, Safari, and Mozilla's Firefox. Some older versions of these web browsers can cause unique issues in ClientTrack. We recommend that you work with your IT personnel to ensure you have the newest version of your web browser.

Open your web browser (please use Chrome or Firefox) and go to https://www.clienttrack.net/IDV.

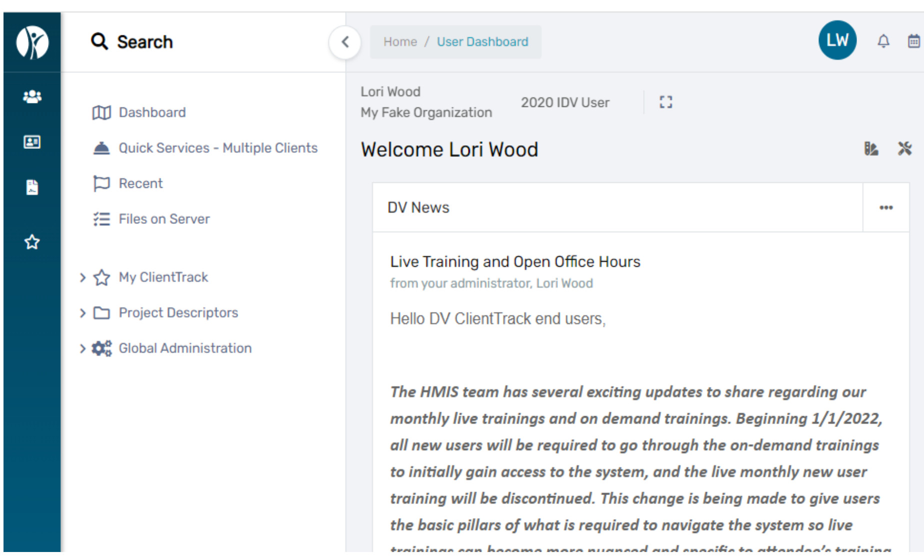
Enter your assigned **"Username"** and **"Password"** and click "**Sign In.**" ***Remember, sharing your username and password is not permitted.*** **Passwords are case sensitive and pop-up blockers must be turned off to access the application. You may need to change your settings to allow for pop-ups from this site.**



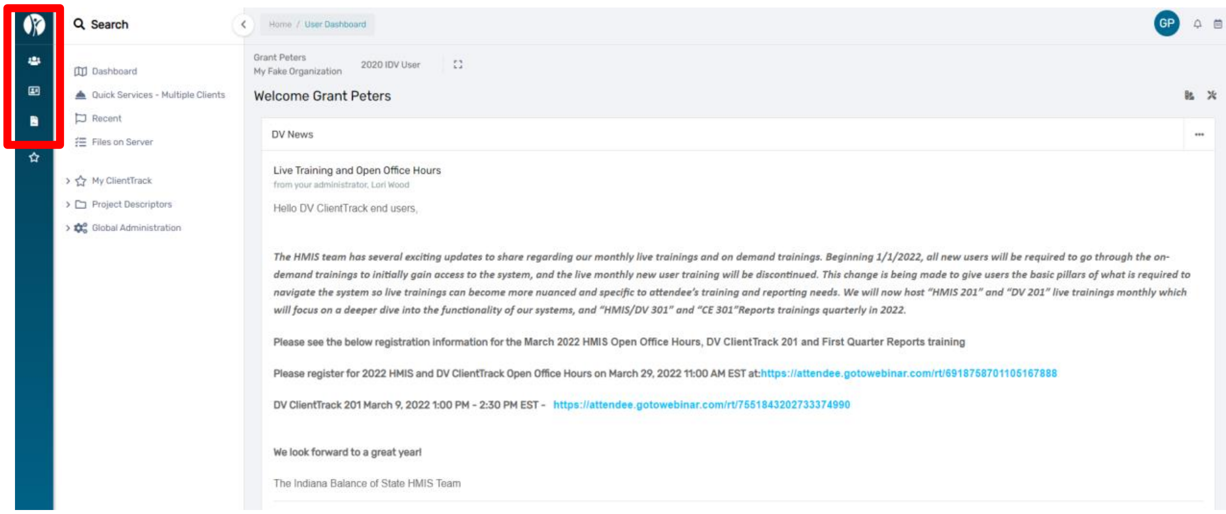
OVERVIEW OF CLIENTTRACK FEATURES

USER DASHBOARD

You will be directed to your **User Dashboard** on the **"Home"** screen and notified of any important **"DV News"** items IHCDA wishes to communicate (i.e., upcoming trainings, changes to the system, etc.). This is the first screen you come to after logging into the system.

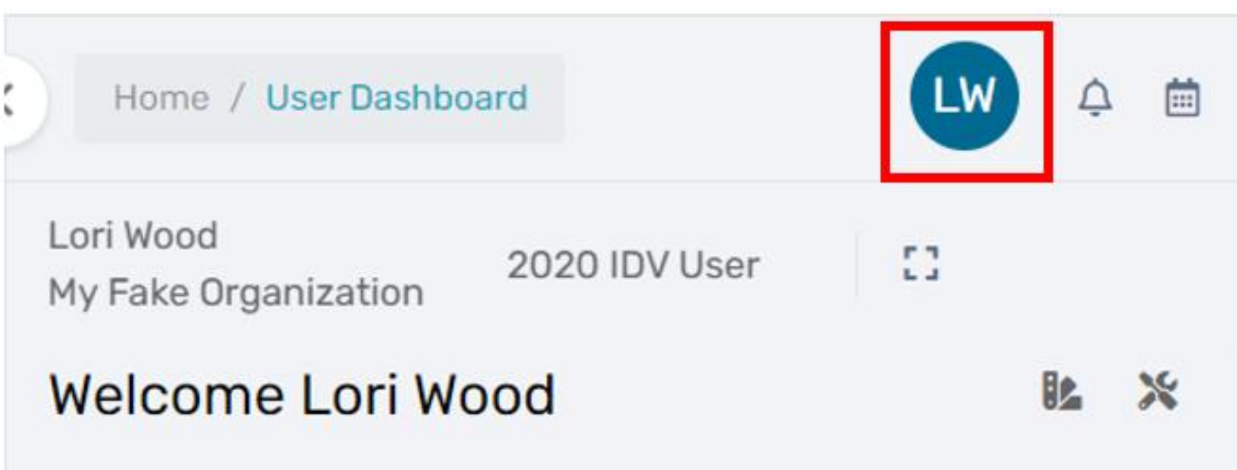


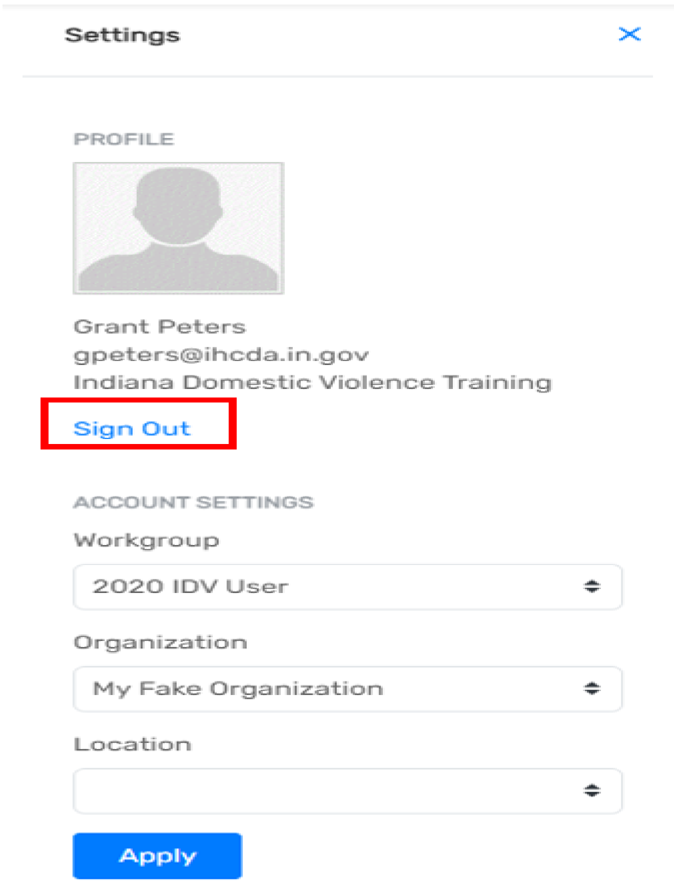
You can access the four workspaces, **"Home,"**  **"Clients,"**  "**Providers,"**  and **"Reports**"  which provide different features for managing your cases, by clicking on the icons located on the far right of your screen which area outlined with the red box.



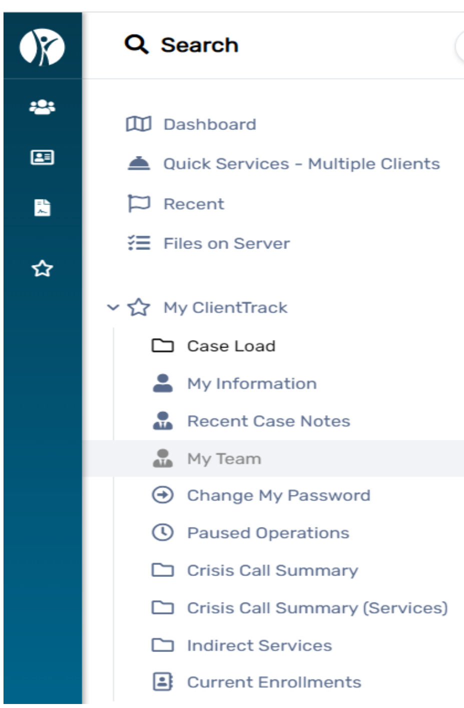
After clicking on the icon, you will see the four boxes (workspaces)on the lefthand side of the page labeled, **"Home," "Clients," "Providers"** and **"Reports".** You can toggle between them by clicking on the appropriate box to take you to that section (workspace) within ClientTrack.

The **"Sign Out"** link is in the upper right-hand corner of the screen on your initials **Please be sure to "Sign Out" any time you need to leave your computer/workstation to ensure security of client data.**

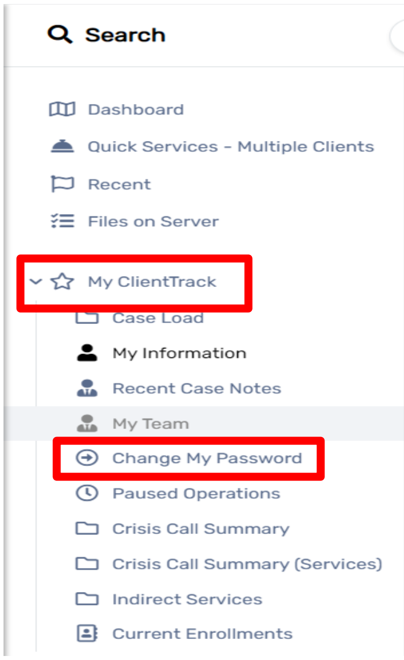




On the **"Home"** screen there is also a list of **Menu Items** that give you easy access to your current case assignments, case notes, and more under **"My ClientTrack."**



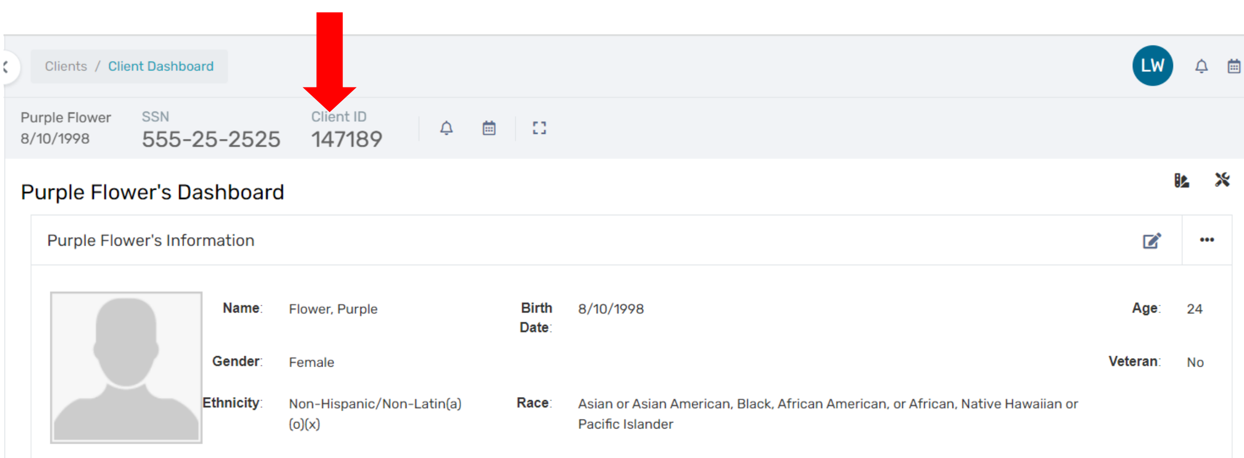
You can change your password with the **"Change My Password"** link by clicking on **"My ClientTrack."** All the tools are designed to maximize your time and grant you easy access to your cases.



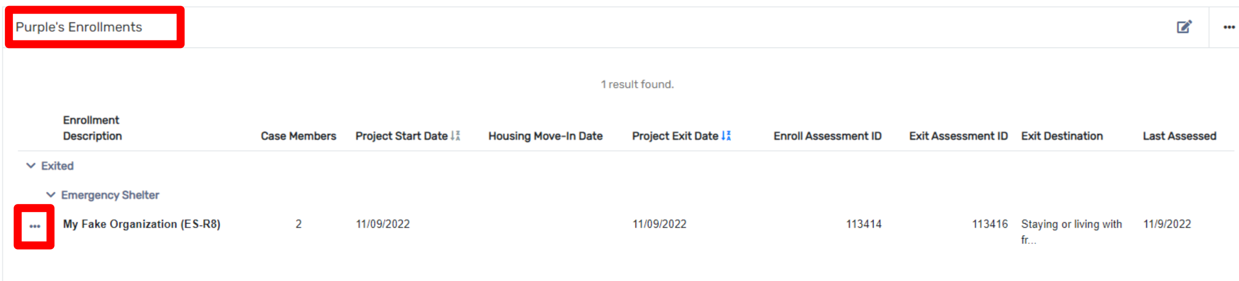
CLIENT DASHBOARD

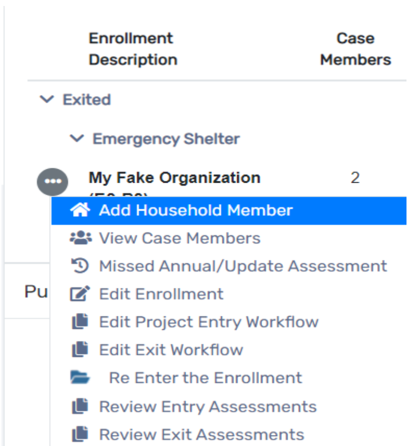
To access the client dashboard. Click on the **"Client"**  icon. The client dashboard is divided up into sections with case management tools on the left-hand side of the record to help you easily find client information and manage program enrollments, services, case notes, and more. Here is a review of the client dashboard:

1. At the very top of the client dashboard, you will see the **client's "Basic Information"** and demographics. You can find the **client ID number** at the top of the client dashboard, which is automatically assigned to the record when created.



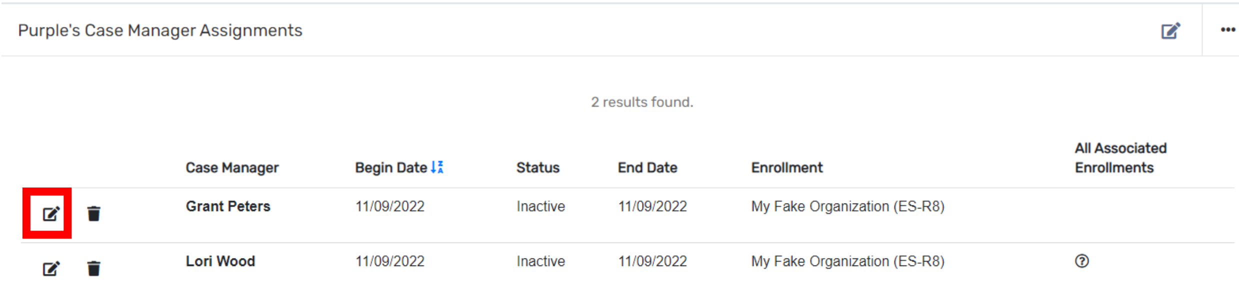
2. In the center of the client dashboard, you will see all the client's past and present **program enrollments**. There is a blue action wheel you can click on to easily manage your program enrollment. When you click on the three dots (action icon) , a drop-down list will appear where you can:

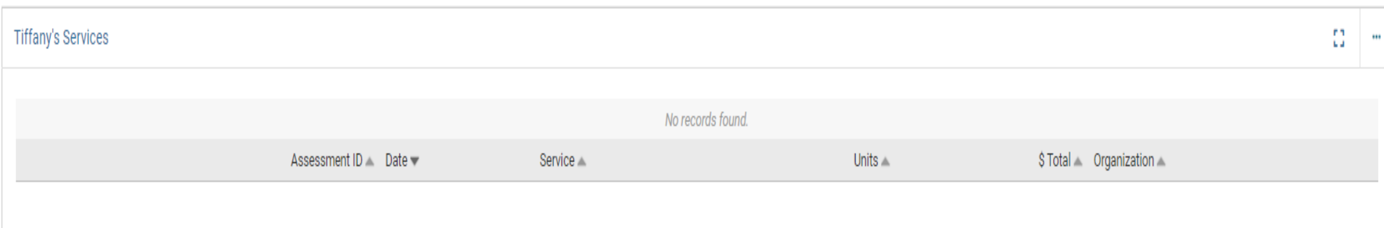




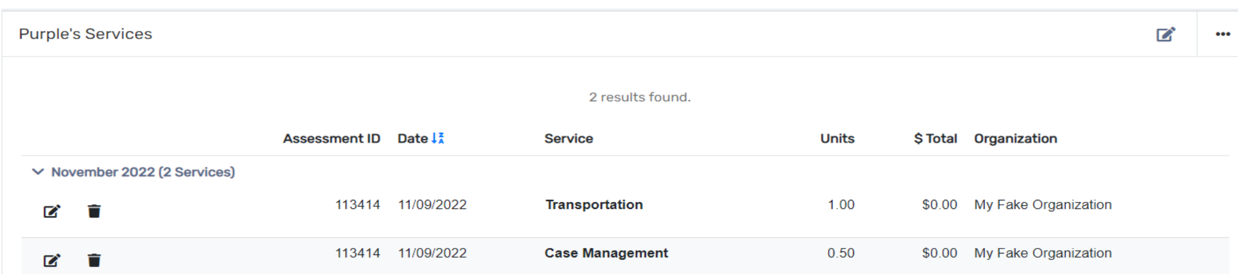
- **Add Household Member** – Use this feature if a new household member needs to be added to the household and enrolled after an enrollment has already been established, i.e., a new baby is born and needs to be enrolled with Mom. Make sure you're on the head of household's client record when adding a family member to the enrollment.
- **View Case Members –** View all case members associated with the specific program enrollment.
- **Exit the Enrollment –** To exit a client, select "Exit the Enrollment" and you will be prompted through the exit workflow for the client and all household members if applicable. If you need to only exit one household member, go to the specific household member's client record, and conduct the exit workflow without exiting the household.
- **Edit Enrollment –** Use this feature to make changes to the enrollment information.
- **Edit Project Entry Workflow –** Use this feature to edit the Project Entry workflow.
- **Review Entry/Exit Assessments** – You can review the assessments completed at entry and exit with this feature without going through the workflow. This is helpful in completing missing data that was not captured at those points in time.
- **Update/Annual Assessment –** Use this feature to update the client's annual assessment.

Case Manager Assignments are located below the enrollments section of the client dashboard. You can manage case assignments here by clicking on **"[Client Name] Case Manager Assignments"** or clicking on the little pencil beside the case manager's name. Clicking on the **recycle bin** beside a case manager's name will delete the case manager from the client record. By clicking on the case manager assignments "Edit" icon , you will be taken to a screen where you can edit the status of a case manager for a specific program enrollment or add new case managers to the client record.





3. **Services** associated with a specific program enrollment will be listed at the bottom of the client dashboard. You can manage your client services by clicking on the **"Client Enrollments and Client Services"** option in the left-hand menu then clicking on **"Services"**.



CASE MANAGEMENT TOOLS

On the **"Client Dashboard"** you will find a list of menu items on the left-hand side of the screen. The following information outlines features, and tools found on the client dashboard. To access some of these features you must click on the menu option and additional functions will appear below the heading.

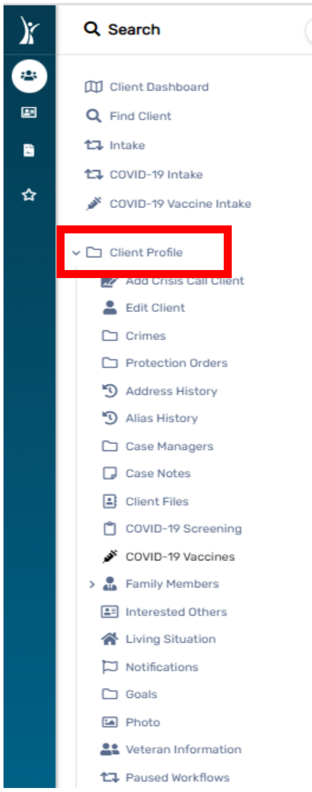
Client Dashboard – The overview of the client record

Find Client – To search for a client in the system by first and last name, date of birth, social security number, client ID number, etc.

Intake – To enroll a client in your program.

COVID-19 Intake – To screen the client for COVID-19 symptoms or sickness.

COVID-19 Vaccine Intake – To document the client's COVID-19 vaccine status.



Client Profile Tab Functions

Add Crisis Call Client – To add Basic Client information for a Crisis Call Client

Edit Client – To edit basic client information like address, date of birth, social security number, disabling condition, veteran status, etc. There are more helpful tools under "Edit Client" that are available for you to use depending on your agency's needs and requirements.

Crimes – To review all Crimes Assessments completed during the Intake workflow.

Protection Orders – To document and manage Protection Orders for the client.

Address History – To document and manage past address history for the client.

Alias History – To document and manage previous names (nickname, maiden, etc.,).

Case Managers – To change or edit the case manager assignment.

Case Notes – To create, edit and view case notes.

Client Files – Use this feature to upload copies of client documentation such as identification, birth certificate, social security card, protective orders, and other legal documents.

COVID-19 Screening – Use this feature to review the client's previous COVID-19 Screening assessments OR to **"Add a New Screening"**

COVID-19 Vaccines – Use this feature to review the client's previous COVID-19 Vaccine assessments OR to **"Add New Vaccine Assessment"**

Family Members – To review household members.

Interested Others – Use this feature to enter information on individuals or agencies involved with the client's situation such as physicians, case workers, children's teacher, etc.

Living Situation – To document any change in the client's living situation.

Notifications – Use this feature to Add New Notifications/Alerts to the client record.

Goals – This feature allows you to add and track client goals.

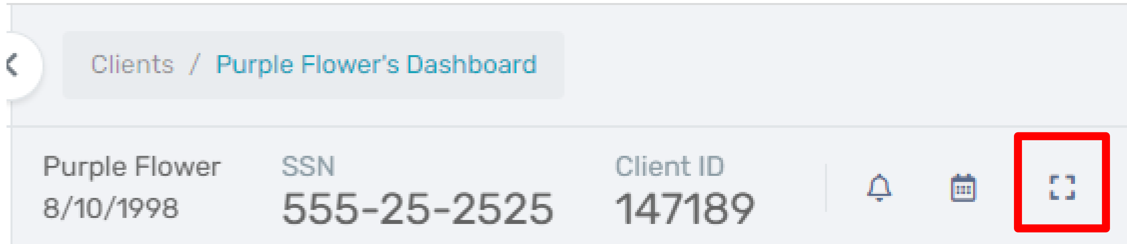
Photo – Allows you to upload a client photo to the client DV ClientTrack record.

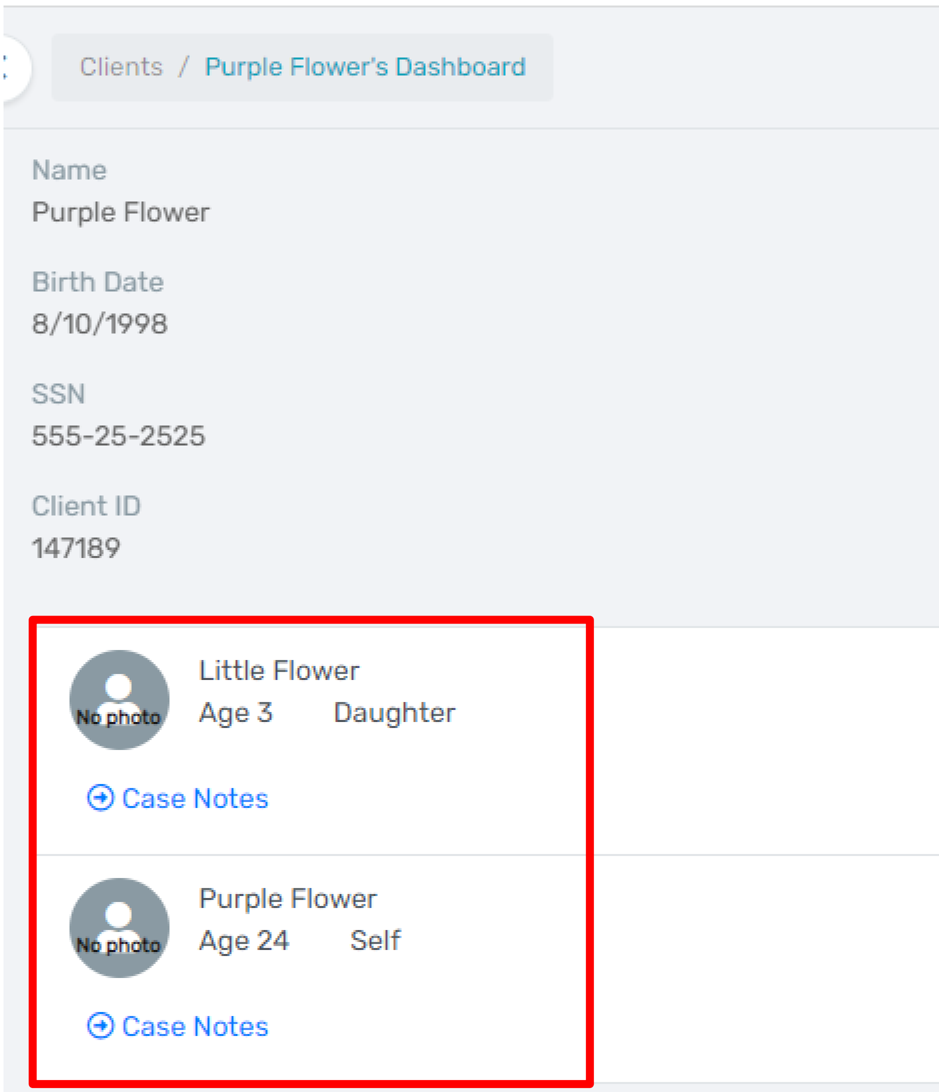
Veteran Information – To document the client's Branch and Discharge Status.

Paused Workflows – This feature displays your paused workflows.

HOUSEHOLD MEMBERS

You can view household members and their client dashboards by clicking the "Expand" icon located to the right of the Client ID# as seen below.





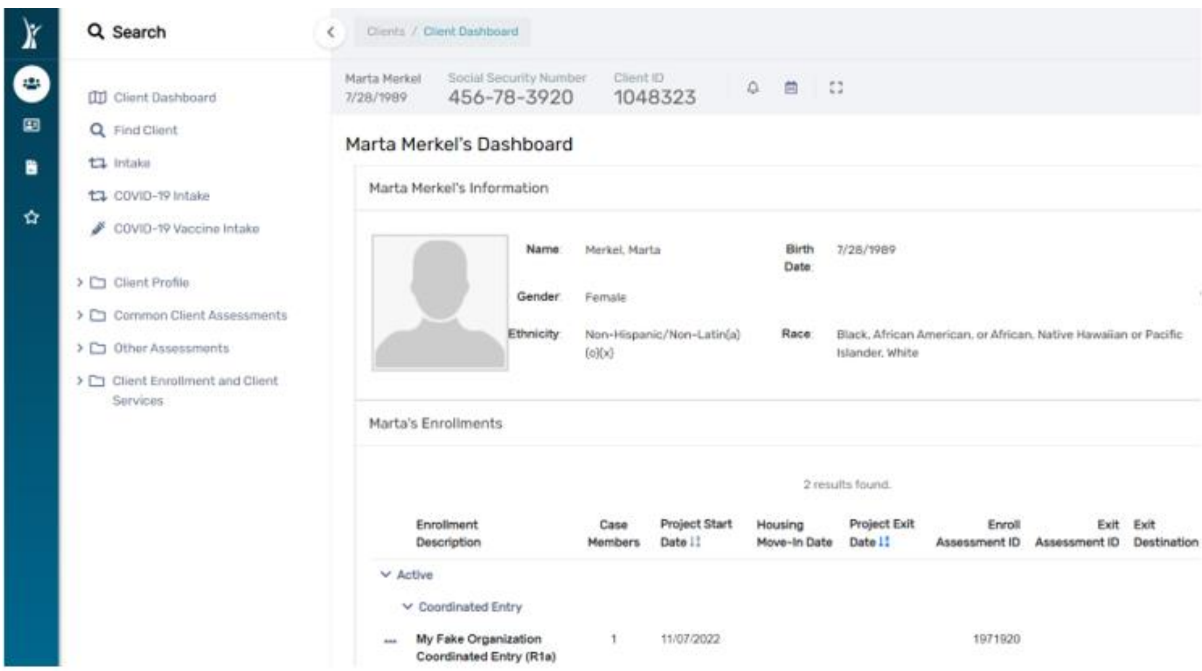
You can click on the names of the household members to go directly to his/her client record. You can also use the **"Case Notes"** link in this window to add new case notes.

NOTIFICATIONS

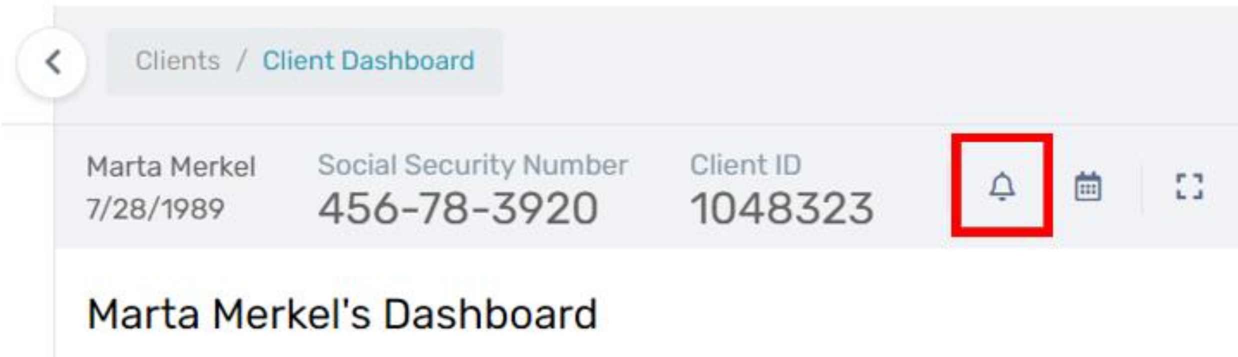
The **"Notifications"** feature in HMIS and DV ClientTrack can be used to set up **"Notifications and "Reminder Alerts"** in a client's file **OR** under your user profile in HMIS or DV ClientTrack OR both. This function is especially helpful for assisting agencies with the timely completion of **"Annual Assessments"** and can also be used for setting up other reminders for case management meetings, groups, and appointments for the client.

"An Income and Sources Assessment must be created as part of an Annual Assessment ***for clients participating in a project one year or more****, even if there is no change in either the income or sources. 'Information Date' for those records must reflect the date of the data collection, which must be* ***no more than 30 days before or after the anniversary of the head of household's Project Start Date****. Annual assessments are based solely on the head of household's anniversary date. The annual assessment must include updating both the head of household's record and any other family members at the same time. If a client's income information was recorded incorrectly at project start, update, assessment, or exit, correct the existing record, rather than adding an "update" record." (**2022 HMIS Data Standards page 112**)*

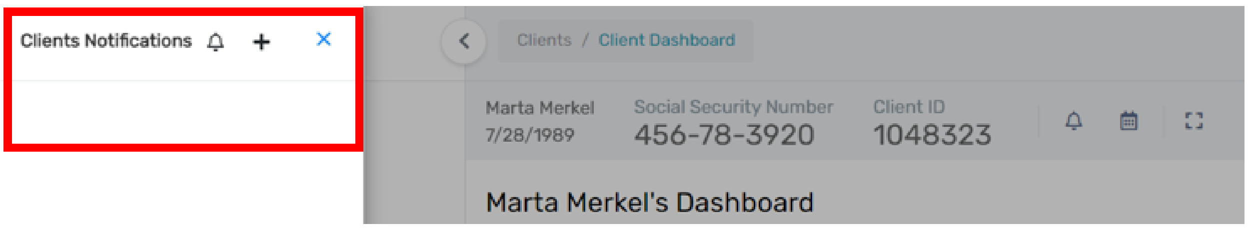
To create a "Notification/Alert" in a client's file go to the client's dashboard. Setting up a "Notification/Alert" in a client's file means the "Notification/Alert" will only be visible when you are logged in to *that specific client's record*.



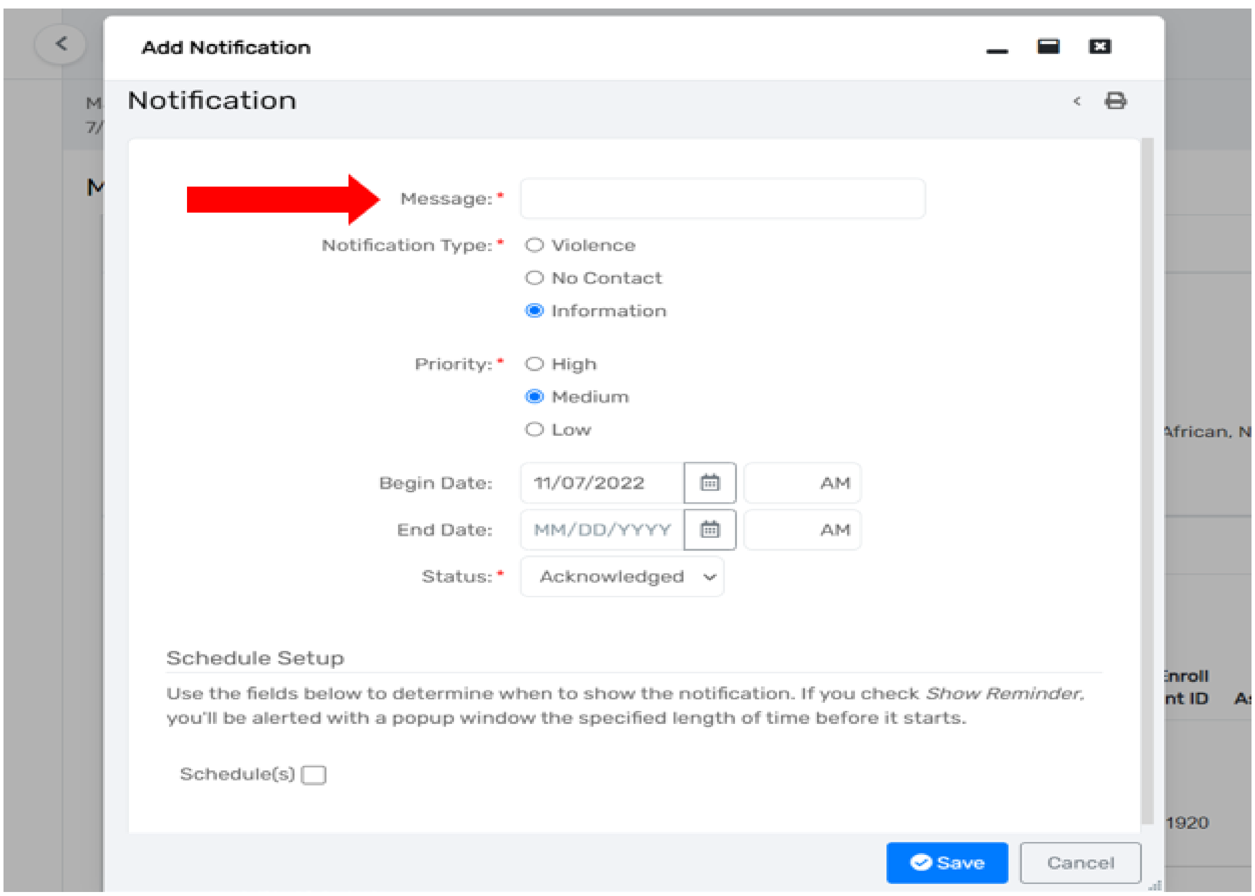
1. Next, click on the **"Bell"** icon located to the right of the Client ID# at the top of the page



2. A window will appear as seen in the screenshot below.



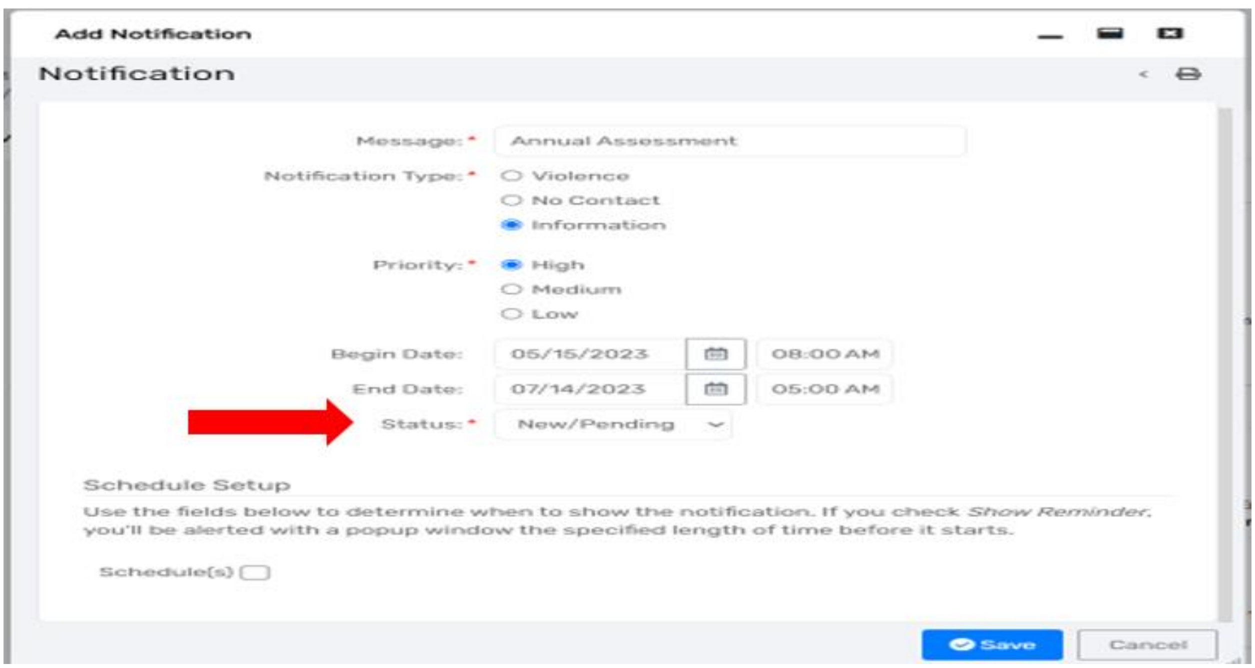
3. Click on **(+)** for Add Notification
4. An additional window will appear as seen in the screenshot below.



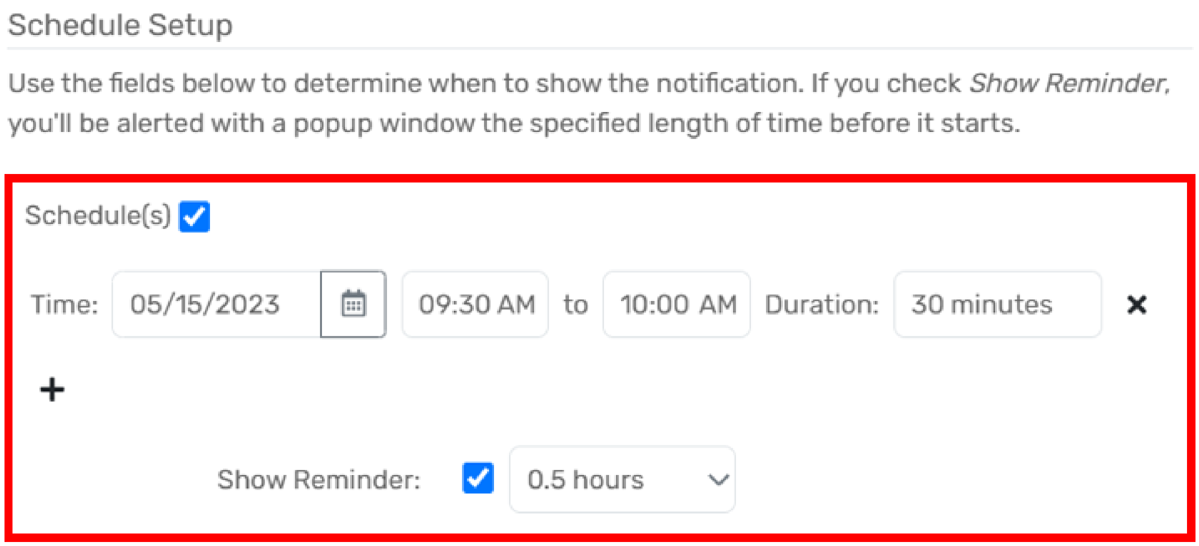
5. In the **"Message"** field, type the title of the **"Notification"** (*Annual Assessment, etc.*)
6. Select the **"Notification Type"** (*Violence, No Contact or Information*)
7. Select the **"Priority"** from the drop-down menu (*High, Medium, or Low*)
8. Type in the **"Begin Date"** and time (*AM or PM*) then type in the **"End Date"** and time (*AM or PM*) The **"Begin Date"** should be the date you would like for the system to begin sending you alerts on the Notification. For example, a **"Notification/Alert"** for an **"Annual Assessment"** should have a **"Begin Date"** of 30 days prior to the client's 12-month anniversary of the client's **"Project Start Date"**. The **"End Date"** for the **"Notification/Alert"** should be 30 days following the 12-month anniversary of the client's **"Project Start Date"**. Please remember to allow for months with 30, 31 or 28/29 days when calculating this 60-day HUD required time frame for completing the **"Annual Assessment"**.

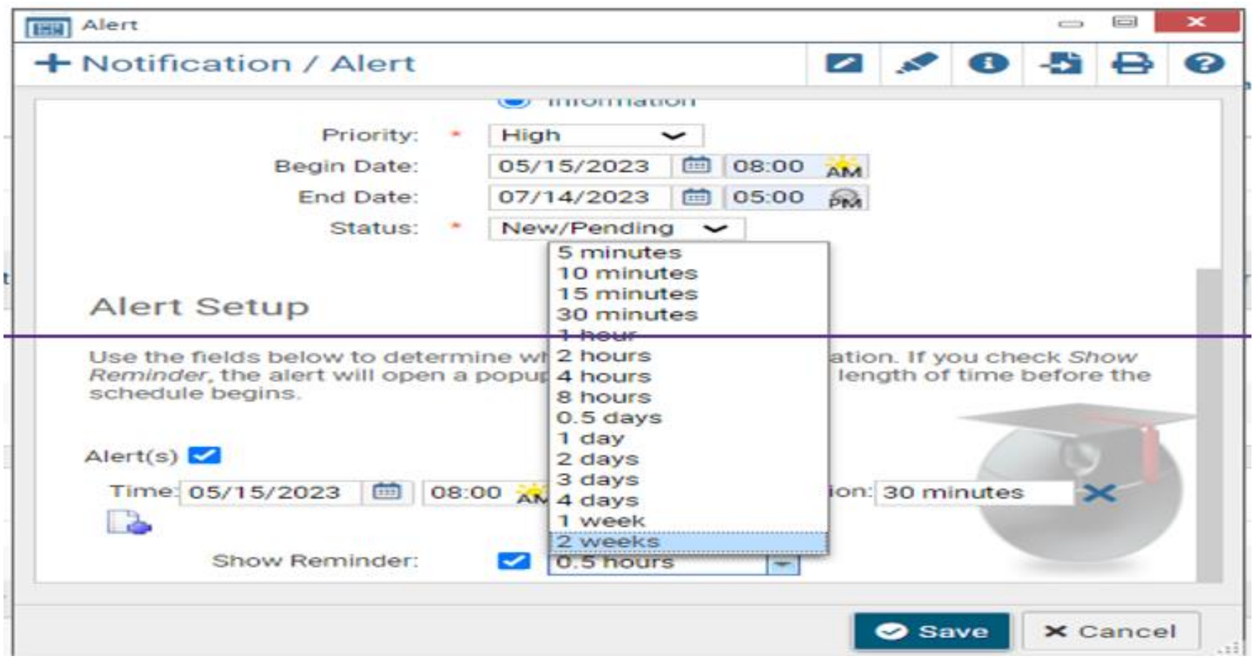
*The HMIS Data Quality Plan encourages sub-recipients to complete the required **"Annual Assessment" using a 30-day window**. This will ensure the assessment is completed within the HUD required 60-day window. This change was implemented due to the 60-day calculation errors when the window has both 30- and 31-day months. (Along with February which may have 28 or 29 days depending on Leap Year) By implementing a 30-day window for completing the required **"Annual Assessment"**, sub-recipients will know they have met the HUD required timeframe for the Annual Assessment. If you have questions regarding the HMIS Data Quality Plan, please email your respective helpdesk for assistance.*

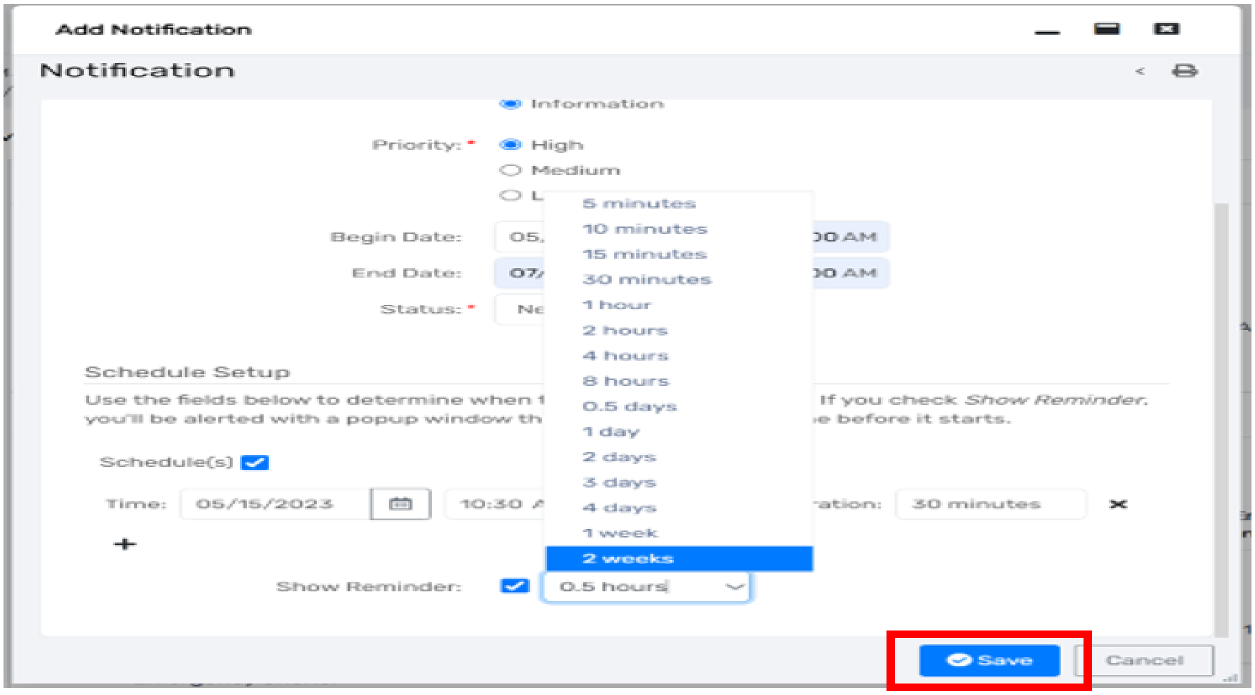
9. Select the **"Status"** from the drop-down menu (*New/Pending, Acknowledged, Complete, or Canceled*) Always select **"New/Pending"** when setting up a new **"Notification/Alert"**.



10. Next, scroll down to the **"Schedule Setup"** section of the pop-up box and click the **"Schedule(s)"** checkbox.
11. The **"Alert"** will begin popping up on the client's record on the **"Begin Date"** you previously entered. You can change the time in the **"Alert"** fields along with the **"Duration"** of the **"Alert"** field.
12. Click the **"Show Reminder"** drop-down to select how often you would like the **"Alert"** to pop-up on your screen.
13. Click **"SAVE"** in the bottom right corner of the window.

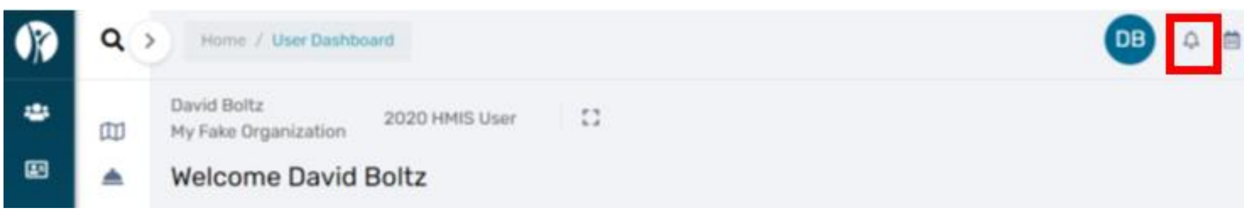

Schedule Setup
Use the fields below to determine when to show the notification. If you check Show Reminder, you'll be alerted with a popup window the specified length of time before it starts.
Schedule(s)
Time: 05/15/2023
09:30 AM
to
10:00 AM
Duration:
30 minutes
Show Reminder:
0.5 hours


Alert
Notification / Alert
Priority:
High
Begin Date:
05/15/2023
08:00
AM
End Date:
07/14/2023
05:00
PM
Status:
New/Pending
5 minutes
10 minutes
15 minutes
30 minutes
1 hour
2 hours
4 hours
8 hours
0.5 days
1 day
2 days
3 days
4 days
1 week
2 weeks
Alert Setup
Alert(s)
Time: 05/15/2023
08:00
30 minutes
Show Reminder:
0.5 hours
Save
Cancel



You have successfully added a **"Notification/Alert"** in the ***CLIENT'S HMIS or DV ClientTrack file***. The system will begin displaying a reminder alert (window) on the "Begin Date" entered for the Notification.

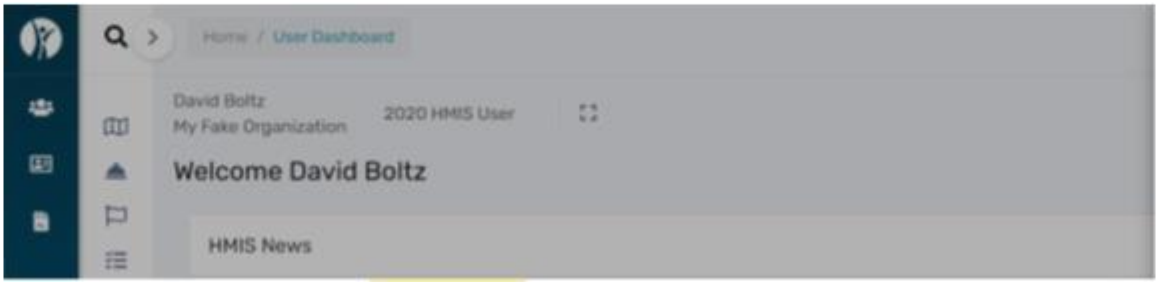
To create a "Notification/Alert" under your user profile, go to the upper right corner of the screen.



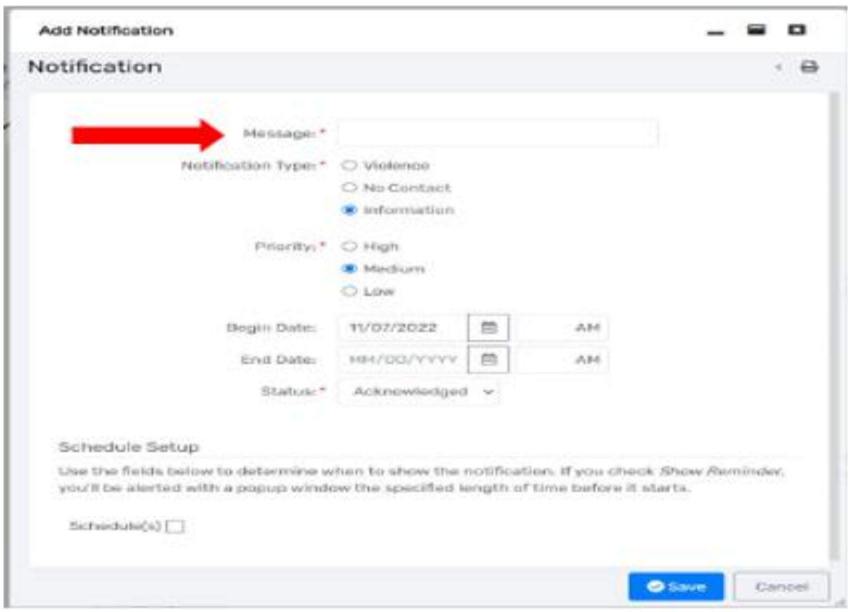
Creating the **"Notification/Alert"** under your user profile will ensure the **"Notification/Alert"** appears as a reminder no matter what Client record you are working in or viewing in the system. Whereas, creating the **"Notification/Alert"** under the Client's record will only allow the reminder to appear when you are logged into that specific Client's record. We recommend setting up the **"Notification/Alert"** *under both the **Client's** record **AND your user profile**.*

1. Next, click on the **"Bell"** icon located upper right corner of the screen to the right of your initials as displayed below.

2. A window will appear as seen in the screenshot below.



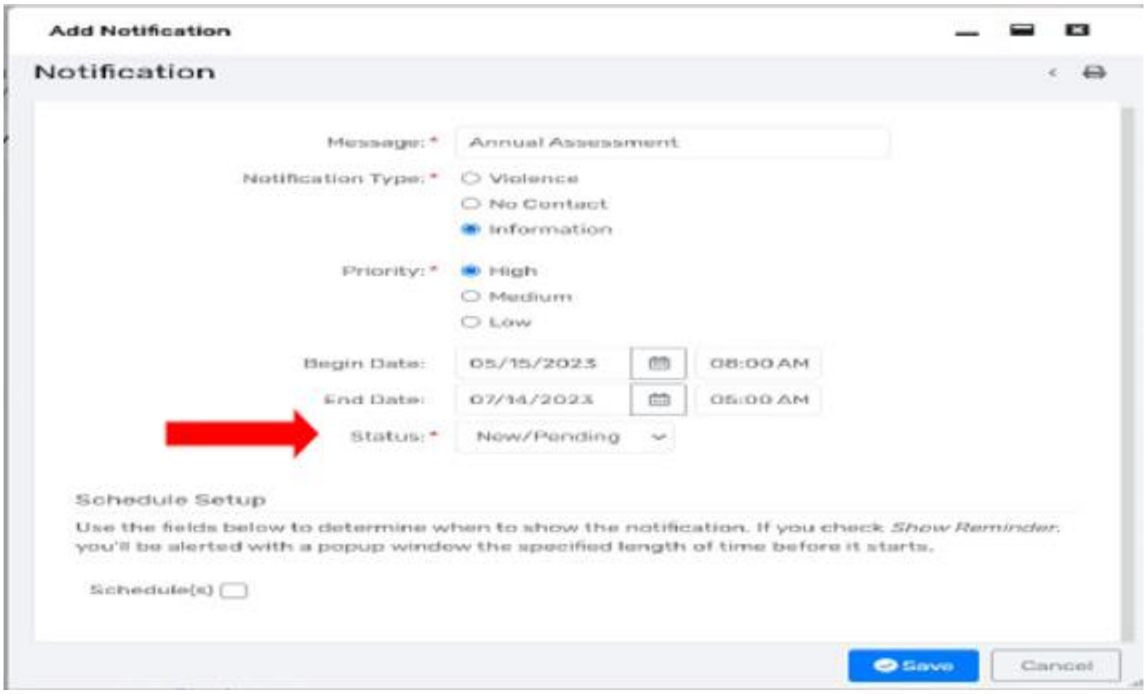
3. Click on **"+"** to **Add Notification**
4. An additional window will appear as seen in the following screenshot.



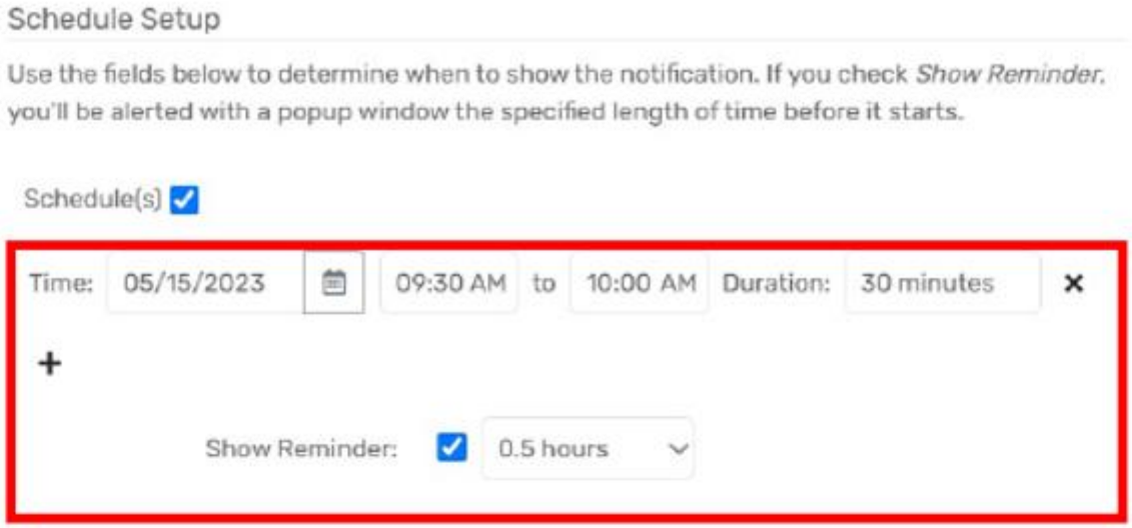
5. In the **"Message"** field, type the title of the **"Notification"** ***(Annual Assessment Client ID#1234567, etc.) Be sure to include the Client ID# for the Annual Assessment in the "Message" field.***
6. Select the **"Notification Type"** (*Violence, No Contact or Information*)
7. Select the **"Priority"** from the drop-down menu (*High, Medium, or Low*)
8. Type in the **"Begin Date"** and time (*AM or PM*) then type in the **"End Date"** and time (*AM or PM*) The **"Begin Date"** should be the date you would like for the system to begin sending you alerts on the Notification. For example, a **"Notification/Alert"** for an **"Annual Assessment"** should have a **"Begin Date"** of 30 days prior to the client's 12-month anniversary of the client's **"Project Start Date"**. The **"End Date"** for the **"Notification/Alert"** should be 30 days following the 12-month anniversary of the client's **"Project Start Date"**. Please remember to allow for months with 30, 31 or 28/29 days when calculating this 60-day HUD required time frame for completing the **"Annual Assessment"**.

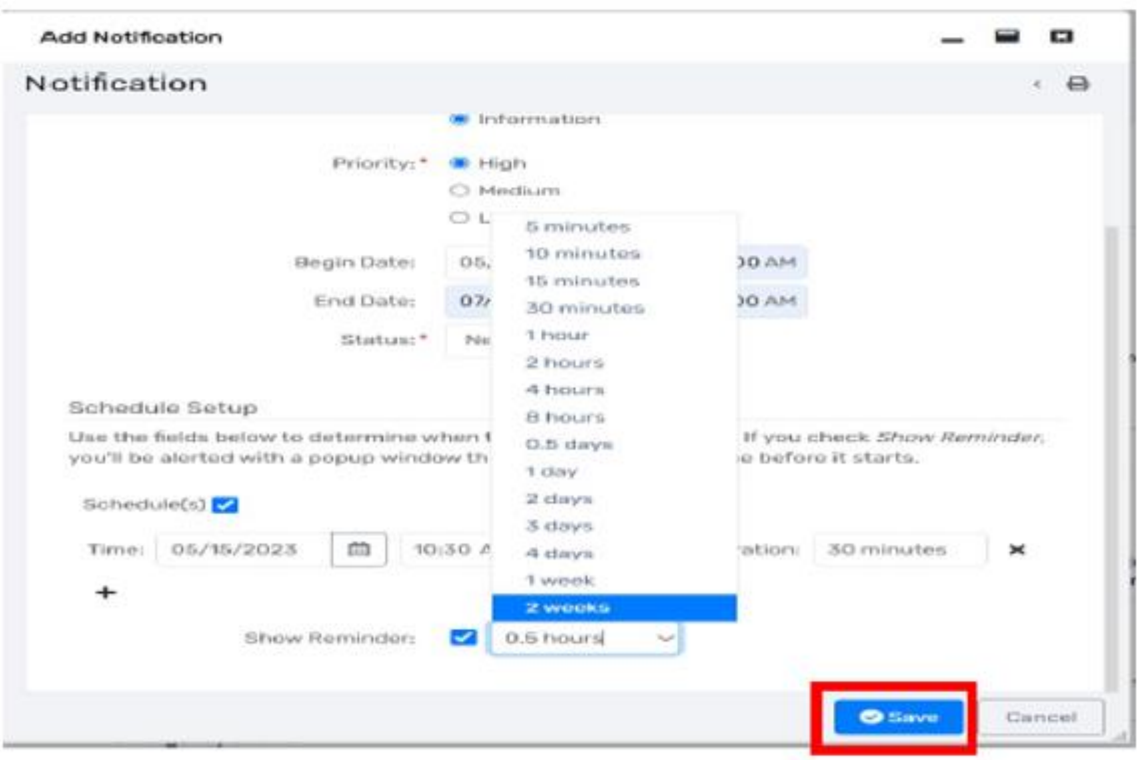
*The HMIS Data Quality Plan encourages sub-recipients to complete the required **"Annual Assessment" using a 30-day window**. This will ensure the assessment is completed within the HUD required 60-day window. This change was implemented due to the 60-day calculation errors when the window has both 30- and 31-day months. (Along with February which may have 28 or 29 days depending on Leap Year) By implementing a 30-day window for completing the required **"Annual Assessment"**, sub-recipients will know they have met the HUD required timeframe for the Annual Assessment. If you have questions regarding the HMIS Data Quality Plan, please email your respective helpdesk for assistance.*

9. • Select the **"Status"** from the drop-down menu (*New/Pending, Acknowledged, Complete, or Canceled*) Always select **"New/Pending"** when setting up a new **"Notification/Alert"**.



10. Next, scroll down to the **"Schedule Setup"** section of the pop-up box and click the **"Schedule(s)"** checkbox.
11. The **"Alert"** will begin popping up on the client's record on the **"Begin Date"** you previously entered. You can change the time in the **"Alert"** fields along with the **"Duration"** of the **"Alert"** field.
12. Click the **"Show Reminder"** drop-down to select how often you would like the **"Alert"** to pop-up on your screen.
13. Click **"SAVE"** in the bottom right corner of the window.



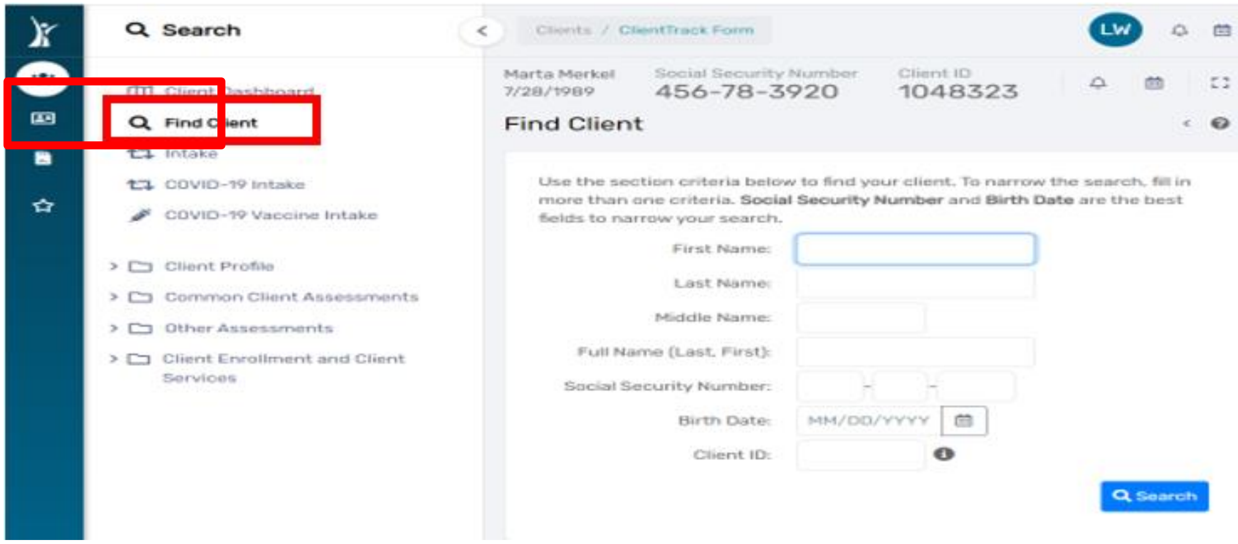


You have successfully added a **"Notification/Alert"** under your ***USER profile in HMIS or DV ClientTrack file***. The system will begin displaying a reminder alert (window) on the **"Begin Date"** entered for the Notification.

MANAGING CLIENT INFORMATION AND PROGRAM ENROLLMENTS

FINDING A CLIENT IN THE SYSTEM

Before entering a client into the system as a new client, you should always conduct a search for the client to see if there is an existing client record in the system. To search for a client, go to the **"Clients"** screen and click on **"Find Client"** in the upper left-hand corner of the screen outlined in red below.



It is imperative you do not enter a duplicate client record into the system to ensure the accuracy and overall quality of the data. To speed the search process and reduce the chance for input error, input as few characters as possible in the criteria fields. You may search for a client by entering the following:

- First two or three letters of the client first/last name (use as few letters as possible of the first and last name to conduct a thorough search)
- Social Security Number
- Birth Date
- Client ID Number

It is important to try different options for your search. **Again, it is best to ONLY enter the first few letters of the first/last name and not rely solely on a social security number or birth date, as those elements have a higher rate of missing or inaccurate data.** Another option for searching is to search different spellings of the client's name remembering to search for nicknames such as "Joe" in addition to "Joseph" or "Jen" in addition to "Jennifer."

If the client is already in the system, highlight the client's name in the search results and click on the **Client Name** to select that record. The selected client's information will be displayed at the top of the screen and all information entered from this point forward while on the client's dashboard will be associated with the currently selected client.

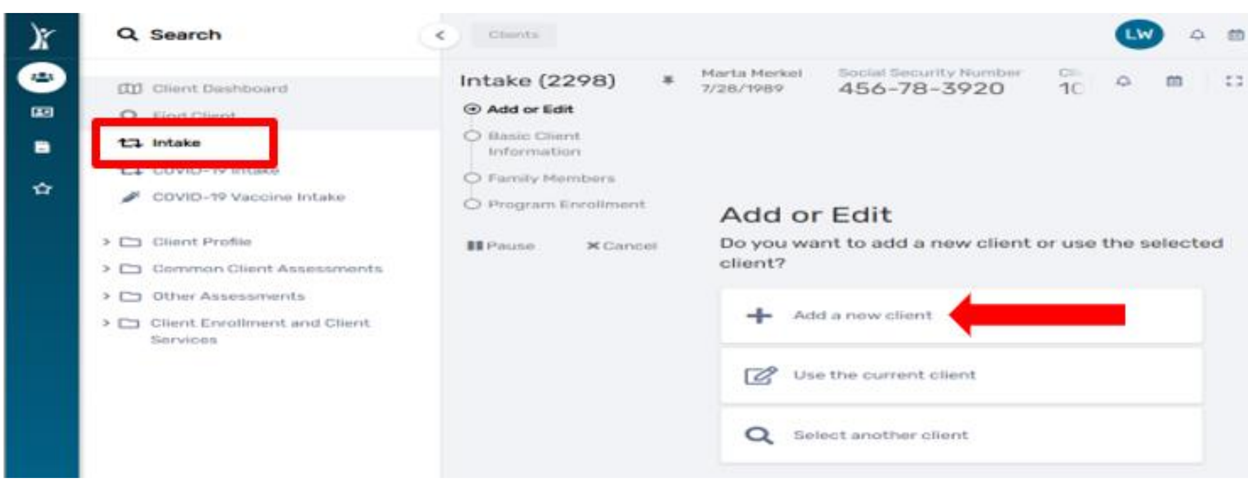
IHCDA works to eliminate duplicate records in ClientTrack. Please contact the DV Help Desk by emailing DVHelpDesk@ihcda.IN.gov with clients who have multiple records in the system. When sending a notification of duplicates or any information regarding clients to the Help Desk, please ONLY send Client ID numbers. Client ID numbers are found at the top of the record to the right of the client's name and date of birth.

After selecting the client in the search list and going to the client's dashboard, if the client's basic information has changed, click on the "Client Profile" link in the list of menu options found on the left-hand side of the screen then click **"Edit Client**" to make any necessary changes to the client demographic information (i.e., birth date, ethnicity, name change, etc.). *****Please note that the "Save" button will save the changes made to the screen and leave you on the same page. The "Save & Close" button will save the changes you have made to the screen and move you to the next one.***

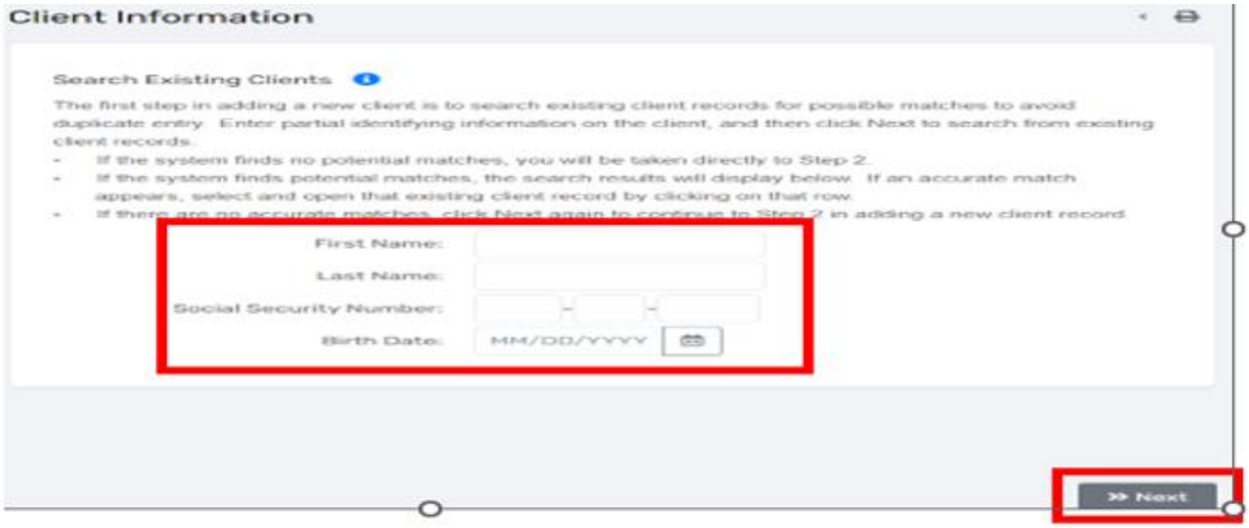
ADDING A NEW CLIENT WITH A PROGRAM ENROLLMENT

ClientTrack utilizes a specific workflow to step you through the process of completing all required assessments at entry and discharge. The workflow is easy to use, and it automatically prompts you for the necessary information.

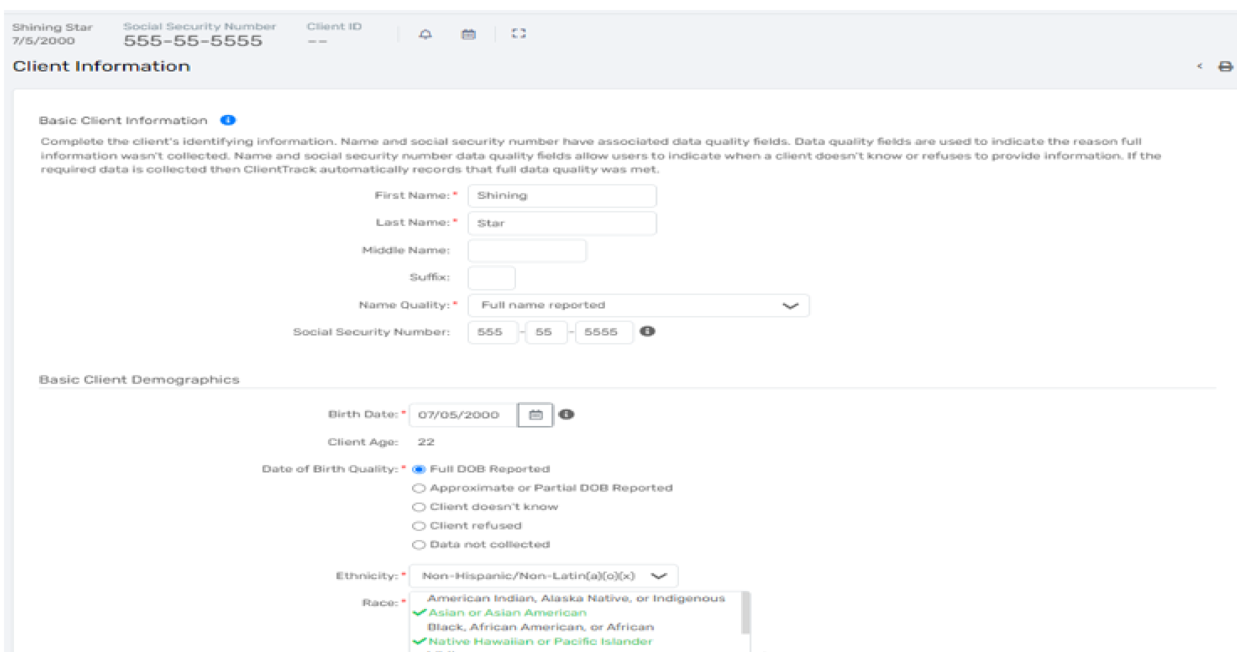
After conducting a search for the client in the system to ensure an existing client record did not already exist, you can add a new client record by selecting **"Intake"** in the upper left-hand corner of the screen found under **"Find Client"** outlined in red above. Then choose **"Add New Client"** when prompted as seen below.

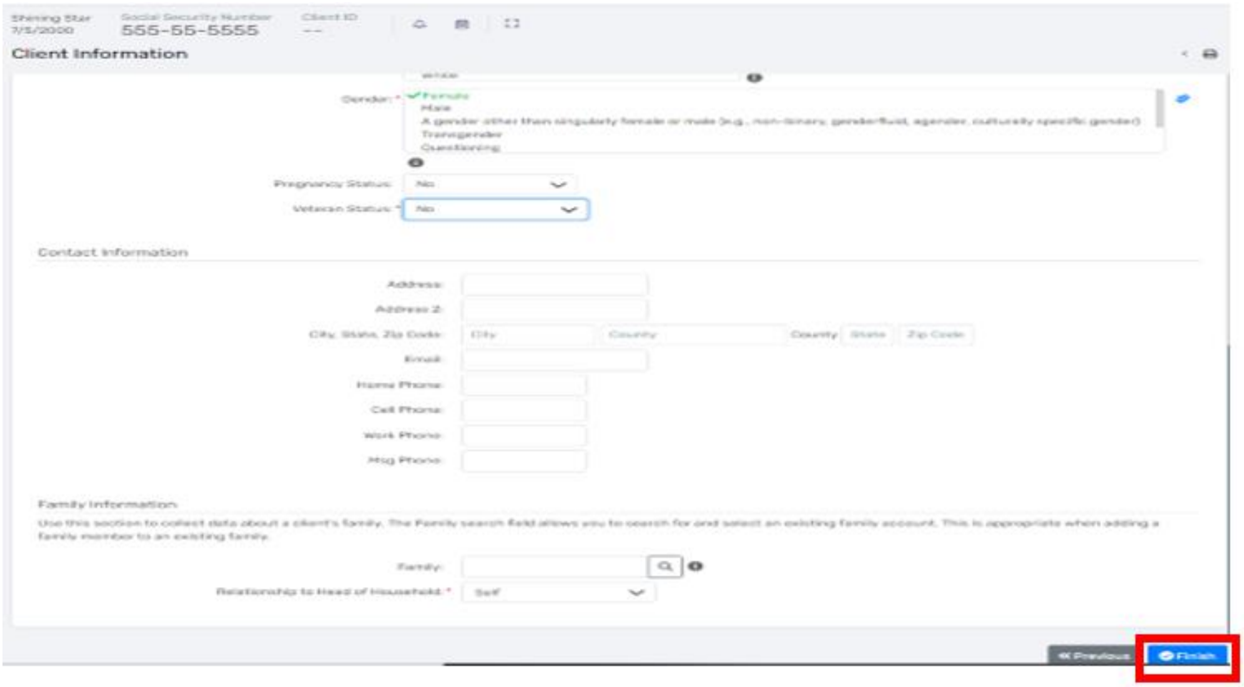


Enter your client's first and last name and click **"Next."** ***<u>If a duplicate client already exists and was not identified during the client search the first time, a warning in red letters will be displayed. It is very important to review the displayed list. If the client is already in the system, click the client's name to select the existing client record.</u>*** If the client you are entering is a new client, do not select a client in the displayed list, click “**Next**” to proceed with the intake process.



Add the client’s basic information including date of birth, social security number, demographics, disabling condition, Veteran status, and address. Click **“Finish”** when the client’s basic information is complete. **Please note that all the data elements are self-declared by the client and not attributed by the case manager or data entry personnel. The option “Data Not Collected” indicates that the question was not asked of the client and will report as missing on reports. Please do not make up information or answer for the client. All data fields marked with a red * are required fields.**





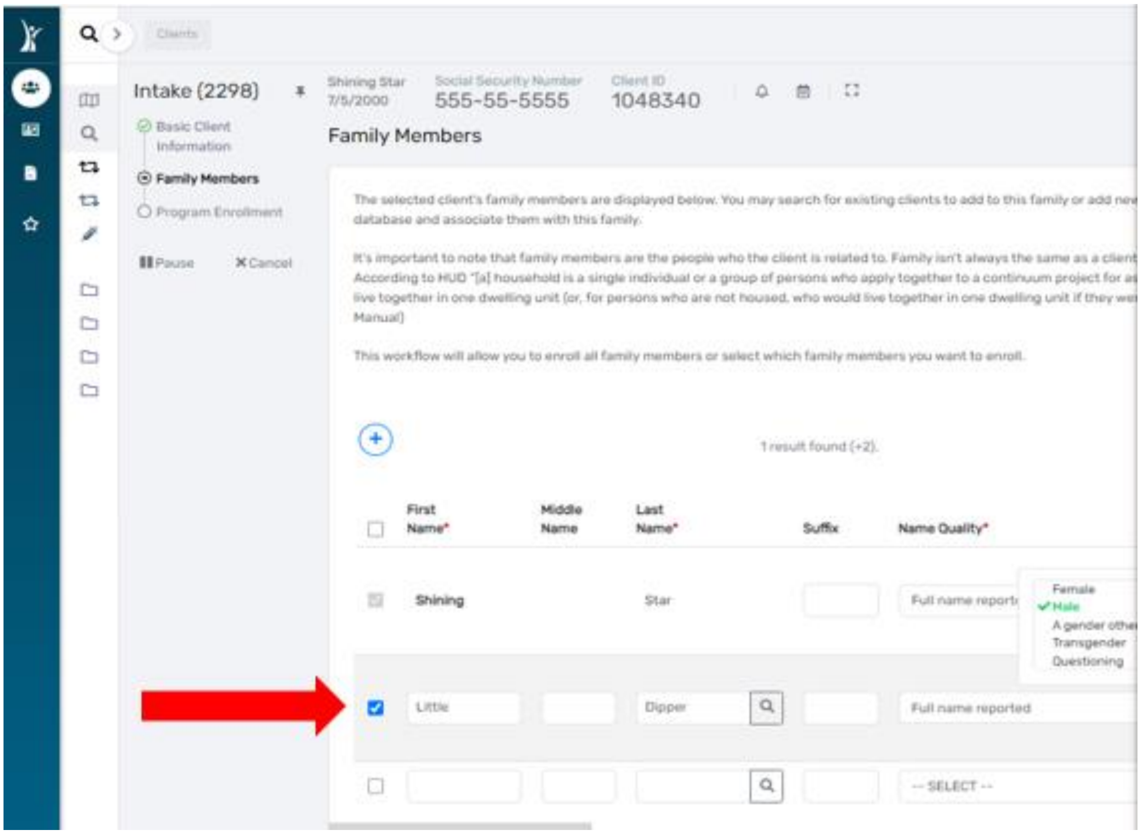
Definitions of Basic Client Information Requirements

- **First Name -** Legal first name (do not add nicknames in "quotes" because those are not searchable elements).
- **Last Name** – Legal last name.
- **Name Quality** – Describes the quality of the name reported by the client. Options are: Full name reported, Partial, street name, or code name reported, Client doesn't know, Client refused, or Data not collected.
- **Social Security Number (SSN)** – If the client doesn't know or refuses to provide their SSN, **DO NOT under any circumstance enter a fake social security number** such as 123-45-6789, 999-99-9999 or XXX-XX-XXXX. Select the data quality option that best reflects the client's response. Please note that "Data not collected" means that the question was not asked of the client and will report as missing on the APR. If the client doesn't know, the best selection is "Client doesn't know."
- **SSN Quality** – Pre-filled by the system based on the data entered in the Social Security Number field.
- **Alternate Reference ID** – This field is used for assigning clients an AR ID when the client chooses to enter the Coordinated Entry System anonymously.
- **Birth Date** – Month, day, and year the client was born. Again, do not make up a birth date. Choose the appropriate data quality option that best reflects the client's response.
- **Client Age** – Pre-filled by the system based on the data entered in the Birth Date field.
- **Date of Birth Quality** – Pre-filled by the system based on the data entered in the Birth Date field.
- **Ethnicity** – Hispanic/Latin(a)(o)(x), Non-Hispanic/Latin(a)(o)(x)
- **Race** – A person can identify with multiple races, and this is a multi-select box that allows for multiple races to be checked at once.
- **Gender** – Select the gender with which the client identifies. Click on all that apply. Female, Male, A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender), Transgender, Questioning.

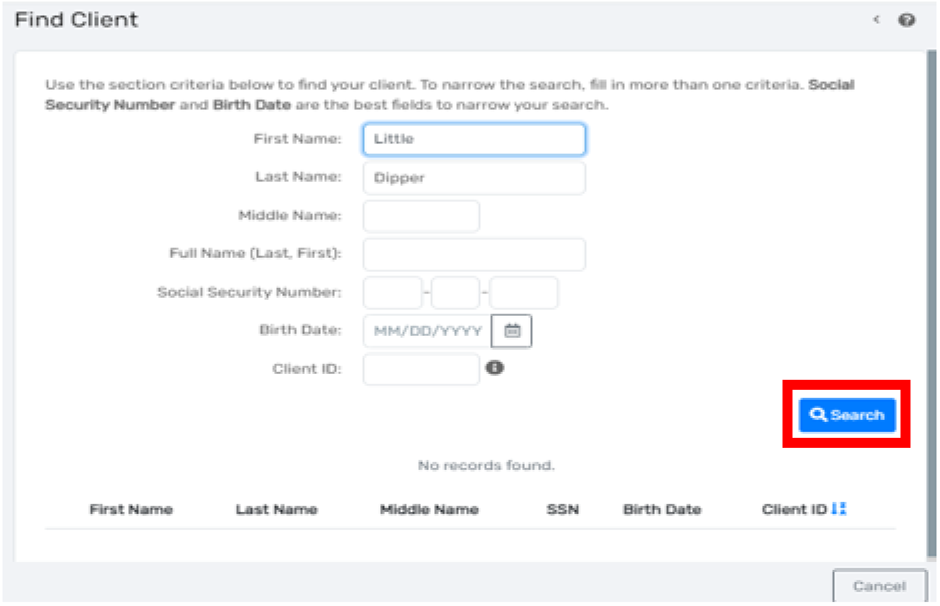
- **Veteran Status** – Select the appropriate response as reported by the client. If you select "Yes" for Veteran Status here, you will be prompted in the workflow to complete the Veterans Assessment.
- **Address** – Add the address where the client currently resides (emergency shelter, etc.). If the client enters emergency shelter, you should use their previous address.
- **Family** – Do NOT enter anything in the "Family" field. ClientTrack will create a household/family account automatically.
- **Relationship to Head of Household** – When entering the first client in the household, the system will default to "Self." It is imperative this information is entered correctly for ALL household members. Otherwise, your reports will not accurately reflect the clients and household make-up.

ADDING HOUSEHOLD MEMBERS

Next you will be prompted to add additional household members to include for the program enrollment or services. To add household members, click on the empty box and complete the row of information (name, birth date, etc.) for the new household member(s). You can tab through the fields to complete the required information and add any number of household members at this time by repeating these steps.



The system will automatically conduct a search for the new household member after you enter the first and last name. If the new household member is already in the system, click on the appropriate name in the search list that appears in the new window to attach the existing client record to the household. If the household member is a new client, click on **"Cancel"** in the search window and proceed entering the new household's information in the required data fields.

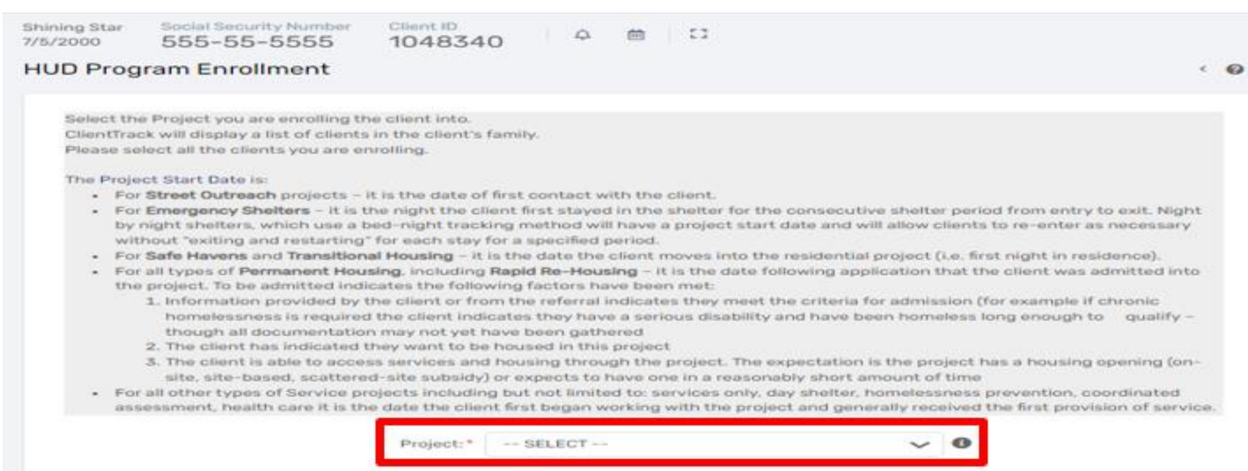


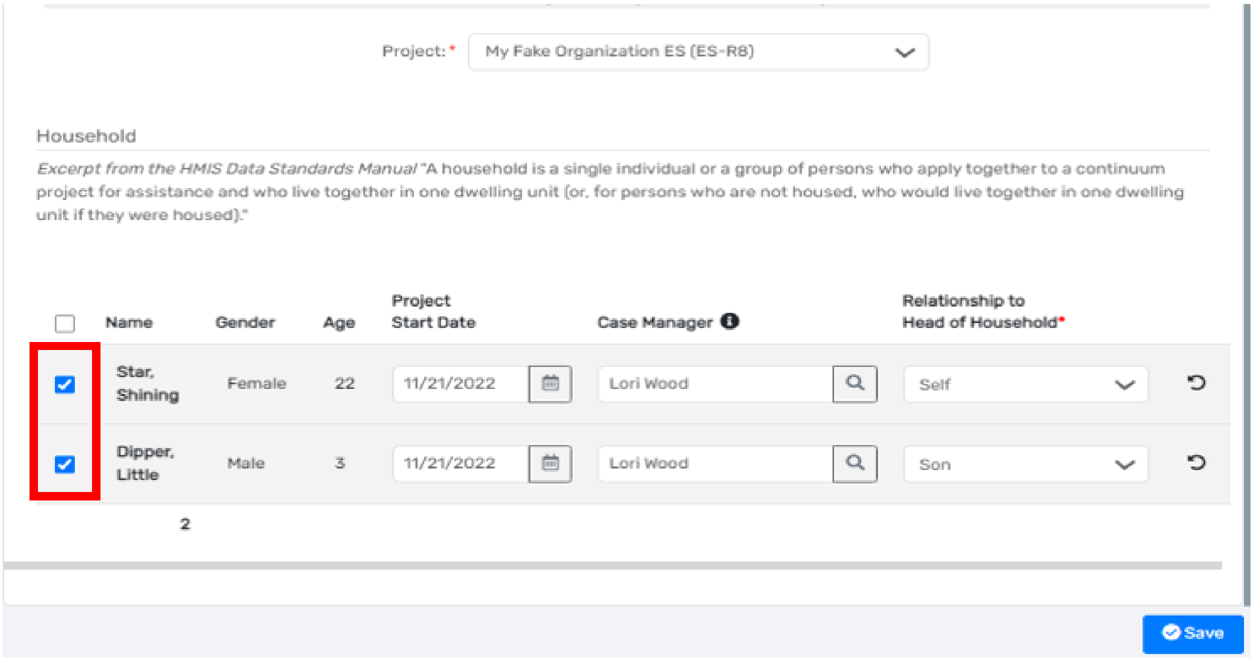
Click **"Save & Close"** when finished adding household members.

PROGRAM ENROLLMENT

Programs vary in their data requirements and ClientTrack will prompt you through the workflow to collect all of the required HUD data elements for your specific program. Please note that all fields with an asterisk * are required data fields and you will not be able to proceed in the workflow until all of the required information is completed.

Select your **"Program"** with the drop down box and then select which household members to enroll by clicking on the empty box beside the client(s) name. If a check mark appears by a client name on the program enrollment screen (as seen below), the client will be enrolled in your program. You can de-select a client by clicking on the check mark beside his/her name again to remove the check mark and ensure the client is not enrolled.

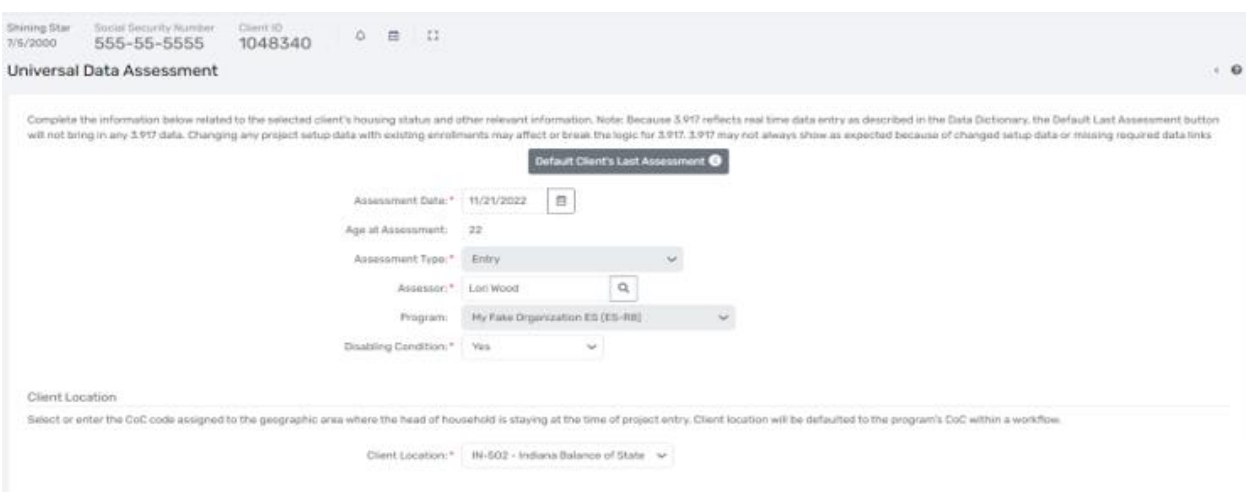


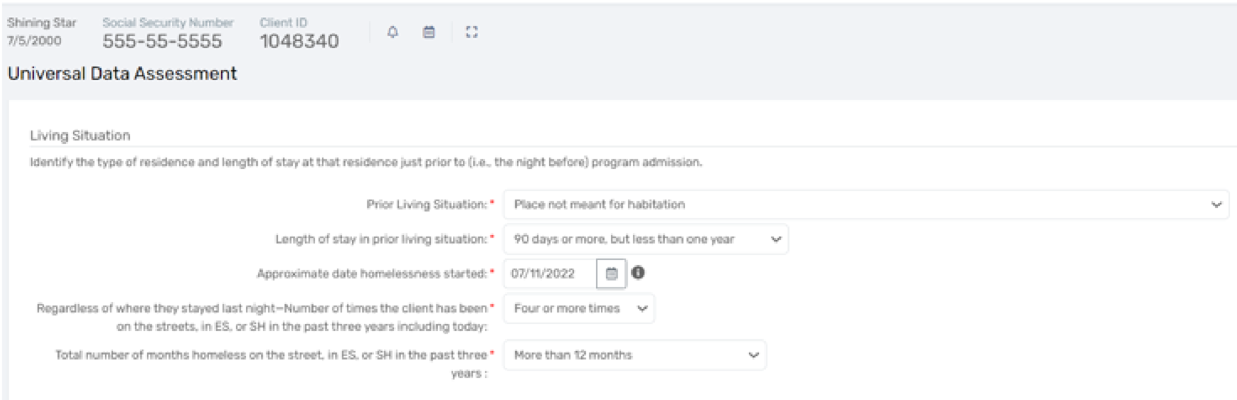


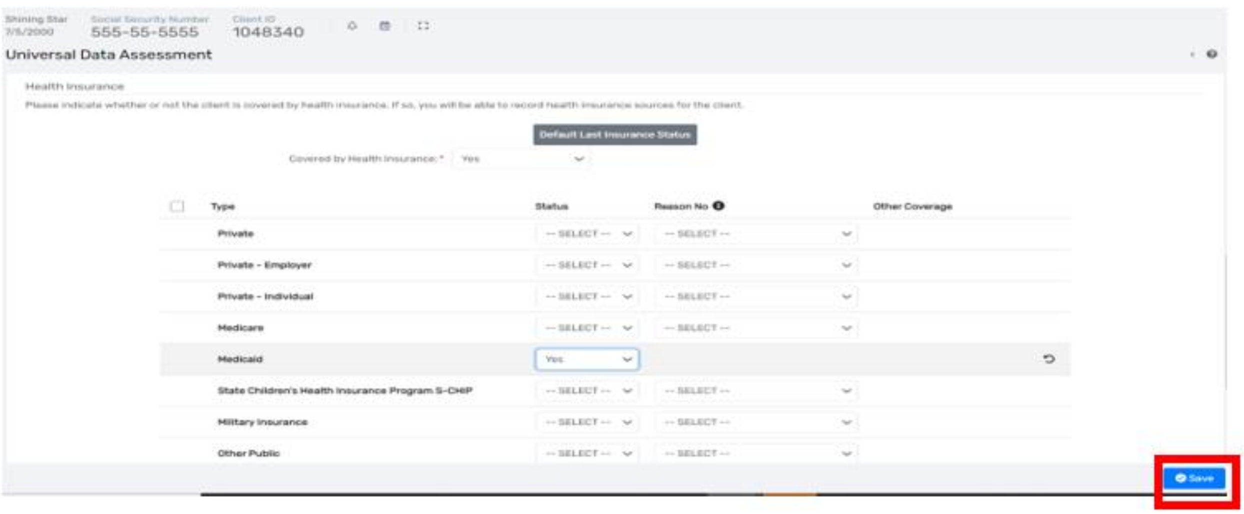
Remember to change the Enrollment Date if you are back dating the information. To ensure accurate data quality, enter all client data in a timely manner. If you do not find your program option when enrolling a client, cancel the workflow by clicking the black "X" in the workflow screen found in the upper left-hand corner and please notify IHCDA immediately at DVHelpDesk@ihcda.IN.gov . Program information must be set up in the system before you can begin to enroll clients.

HMIS UNIVERSAL DATA ASSESSMENT FOR INTAKE WORKFLOW

Complete all the required data fields indicated by an asterisk * and click **"Save"** to continue.







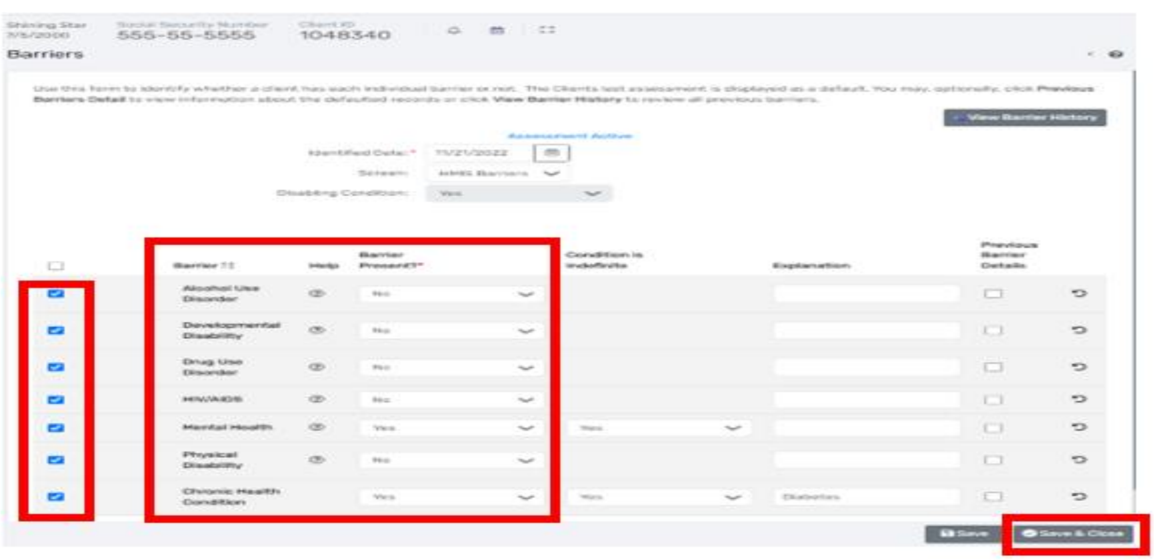
[Definitions of Universal Data Assessment Requirements]

- **Assessment Date** – Date the assessment was completed with the client (field will auto-fill with today's date).
- **Assessment Type** – Defaulted and cannot be changed during the workflow. If you notice that you're completing the incorrect assessment, contact the DV Help Desk where you will be assisted.
- **Assessor** – Case manager completing the assessment and who will automatically be assigned to all case members.
- **Program –** Defaulted and cannot be changed during the workflow. If you notice the "Program" is incorrect, please contact the DV Help Desk for assistance.
- **Disabling Condition -** Select the appropriate response as reported by the client. *Please note that if the client reports at least one barrier on the Barriers Assessment, then the disabling condition status should be "Yes."* You can update the disabling condition by clicking on the **"Edit Client"** link.

- **Client Location** – Defaulted information that is set up with your program in the system. If this information is missing when completing an assessment, please contact the DV Help Desk.
- **Prior Living Situation** - – Identify where the client was staying on **<u>the night before</u>** the client is enrolled in your program. The built-in logic will prompt you for more data depending on the selection made for this question. Those additional data elements are the following:
  - **Length of stay in the prior living situation** – Identify the length of stay for the residence prior to program entry.
  - **Approximate date homelessness started**
  - **Regardless of where they stayed last night – Number of times the client has been on the streets, in ES, or SH in the past three years including today**
  - **Total number of months homeless on the street, in ES, or SH in the past three years** - Data in this section are used along with disabling condition to determine whether a client is chronically homeless. *HUD strongly encourages DV users to just ask the client for the information and record the client's answer. Attempting to tie each individual response with definitions or documentation requirement is not the attempt of this question.*
- **Health Insurance Assessment** – Complete the required information pertaining to the client's insurance status. If a client's health insurance status has changed, change the status of the type of insurance to "No" and then add an end date. Then you can change the Health Insurance status to "No" and click "Save" to continue. If the client answers "Yes" to "Covered by Health Insurance", a corresponding "Type" must be selected from the list provided. **(The red box is referenced on page 27 under the heading "Pausing a Workflow")**

HMIS BARRIERS ASSESSMENT FOR INTAKE WORKFLOW

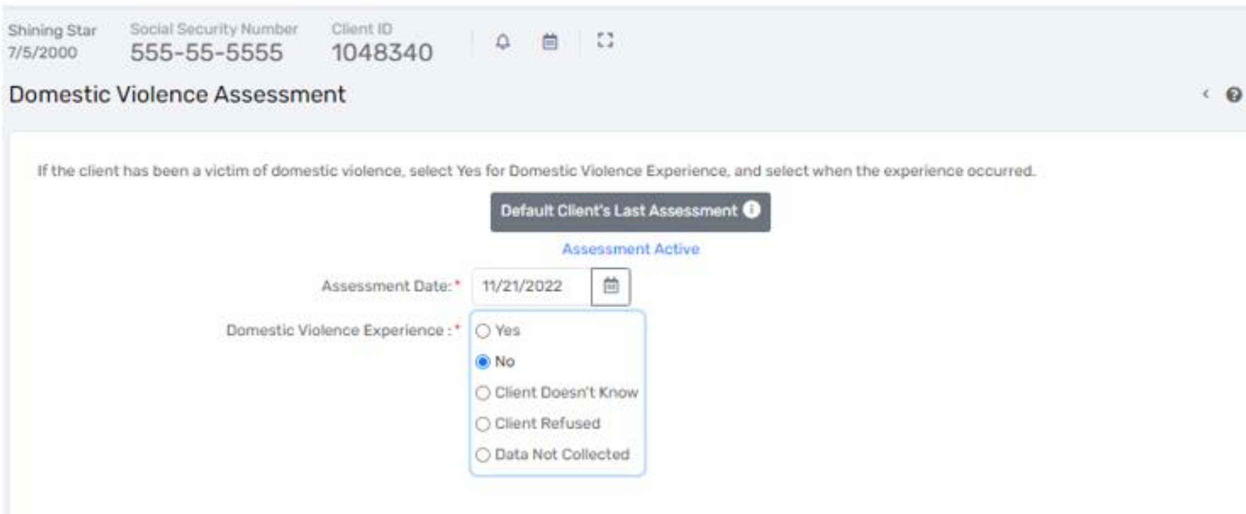
To select a barrier, click on the drop-down box for **"Barrier Present"** and change the status to **"Yes"** for each barrier the clients disclose having, then complete any required fields that appear after selecting that specific barrier. If the client has no barriers, you must select **"No"** in the **"Barrier Present"** column for each Barrier listed on the assessment. Please note that the date identified is the program enrollment date – the date the client presents to you and qualifies for entry in the program. It is important to keep in mind that clients must have at least one barrier to be eligible for some programs (such as Permanent Supportive Housing)



If **no barriers** are present at enrollment, select all barriers and leave the **"Barrier Present"** status as **"No"** and click **"Save & Close."**

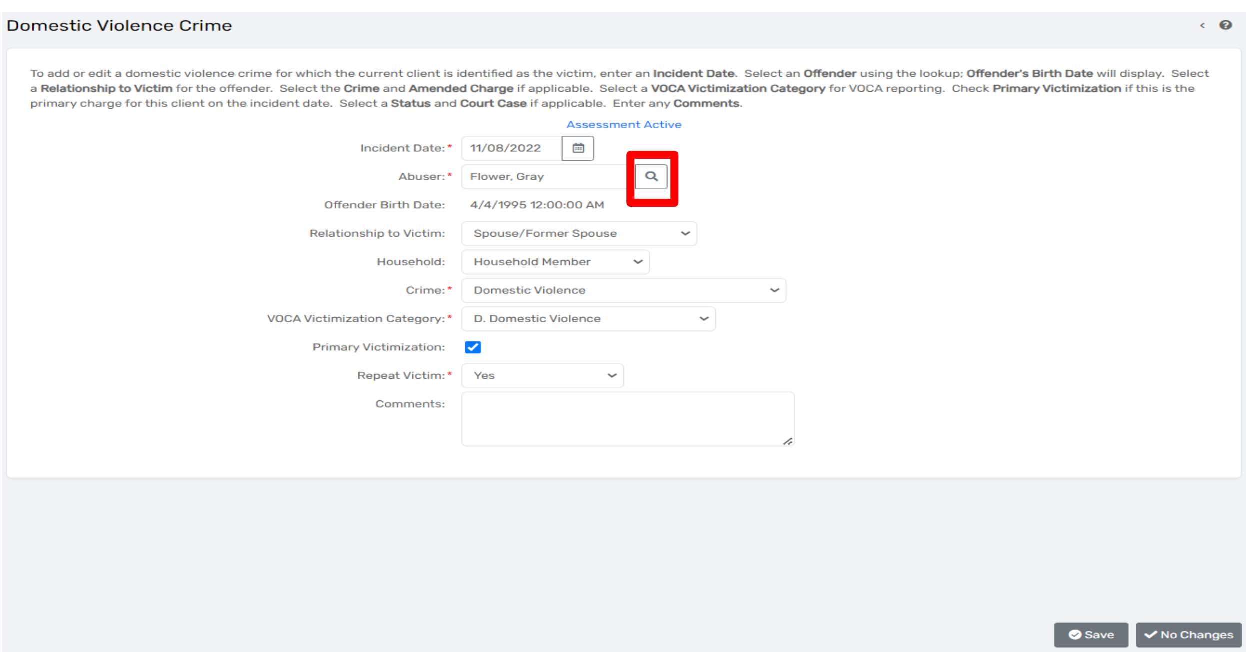
DOMESTIC VIOLENCE (DV) ASSESSMENT FOR INTAKE WORKFLOW

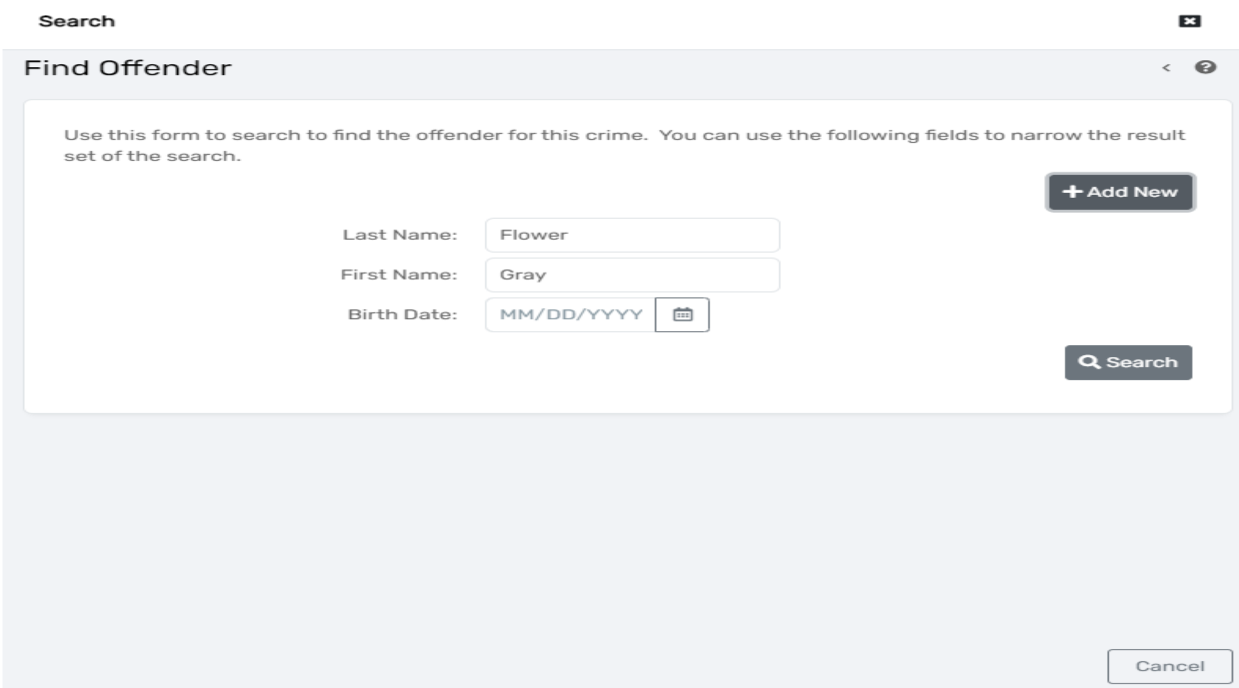
Complete the required information for the Domestic Violence Assessment. Please note that if domestic violence is reported and you select **"Yes"** for **"Domestic Violence Experience,"** you will be prompted for more information. Click **"Save"** to continue through the workflow.



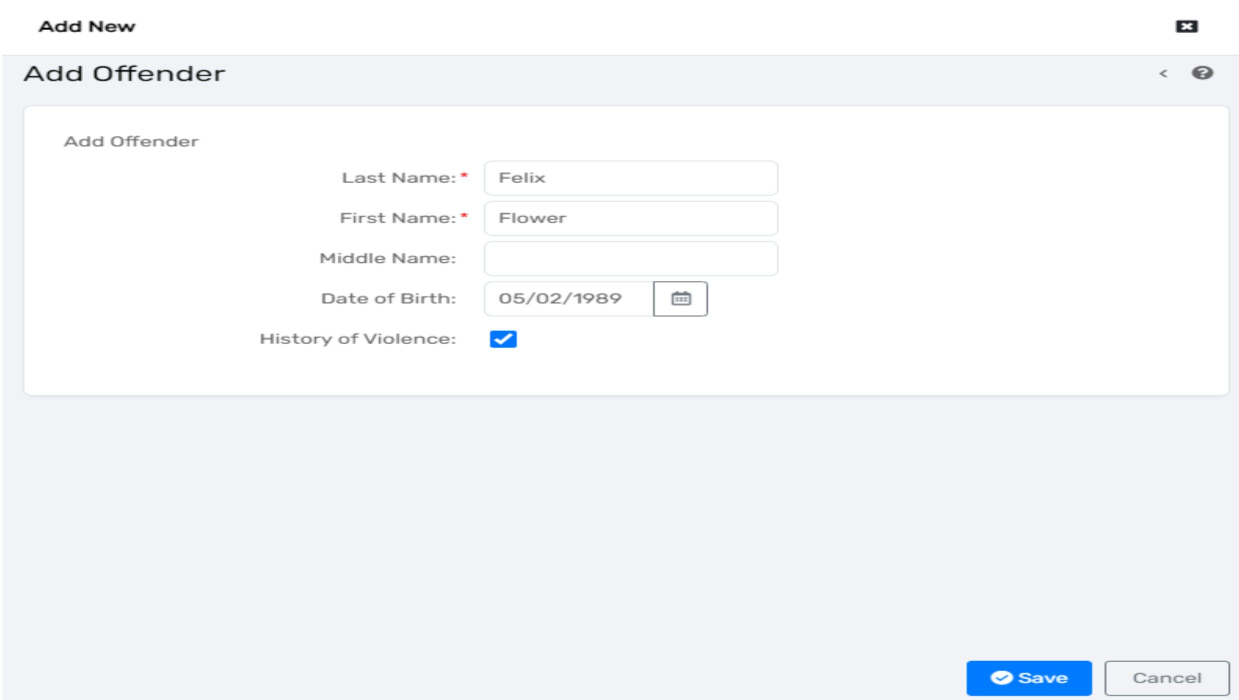
DOMESTIC VIOLENCE CRIMES ASSESSMENT

Complete the required information for the Crimes Assessment. **"Abuser"** name and information will be added on this assessment. You can search for a name by clicking on the small spy glass icon field outlined in red below.





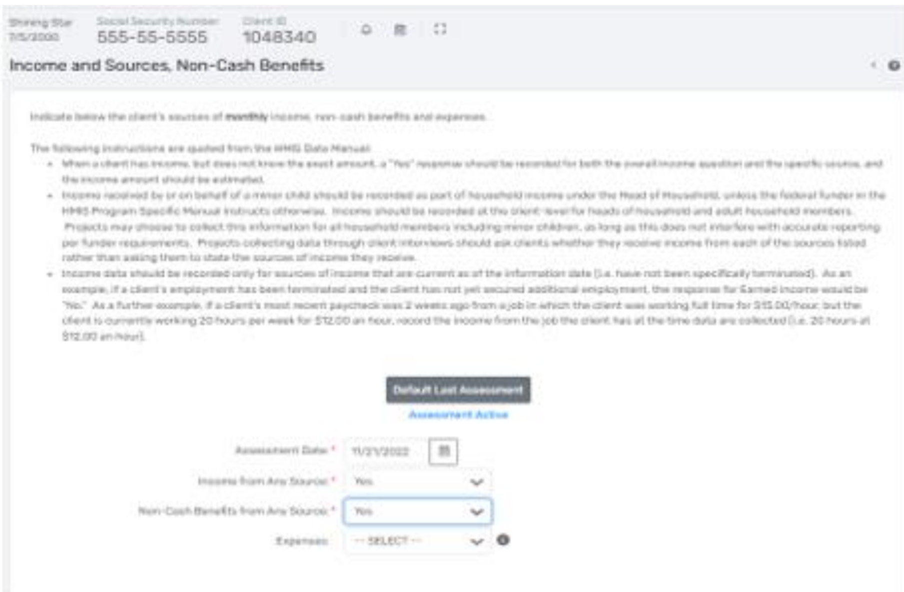
A new window will appear when you click on the spy glass where you can search for an existing name in the system. If a name is already in the system, select that name in the search list to add the person to the Crimes Assessment as the **"Abuser**." If the individual is not in the system, you can add a new name by clicking on the **"Add New"** button. Complete the individual's information and click "Save."

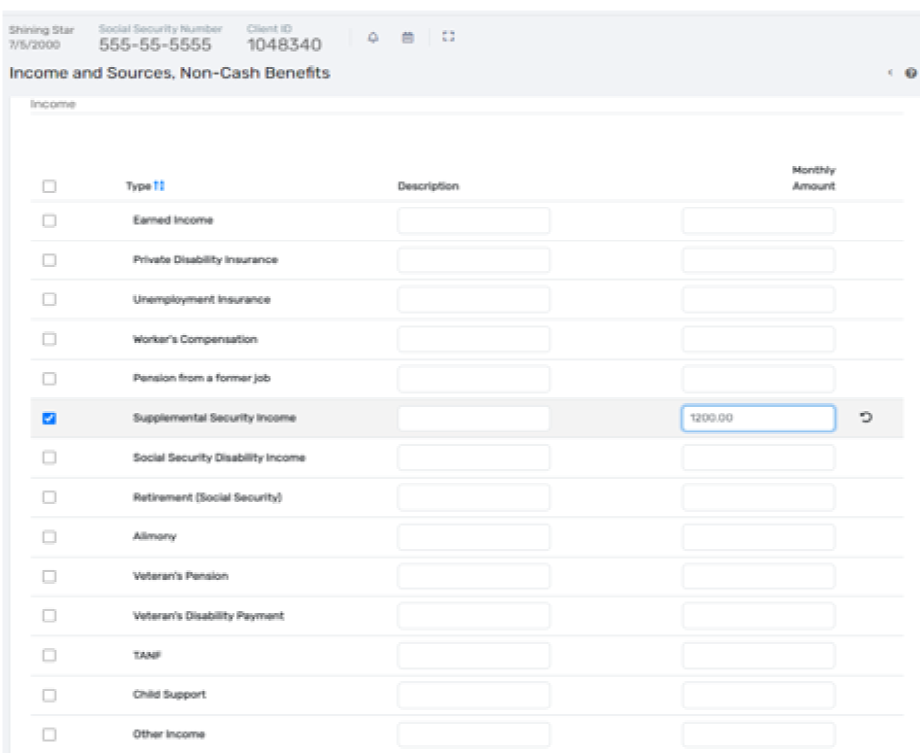


After you have added the **"Abuser"** to the Crimes Assessment and completed all the required information, click **"Save"** to continue in the workflow.

INCOME AND SOURCES, NON-CASH BENEFITS FOR INTAKE WORKFLOW

Complete the status for **“Income from Any Source”** and **“Non-Cash Benefits from Any Source”** with the provided drop down lists. If the status for either of these financial sources is **“Yes,”** you will be required to select a corresponding **“Type”** (definitions below) of income/benefit and the **amount *(monthly amount)*** with the list that appears below the status after selecting **“Yes.”** Please note that Non-Cash Benefits will appear below Income, and you will need to scroll down to input that information. **Also input any income a child may receive (i.e., SSDI) on the head of household’s income/benefits information. You will not complete a Financial Assessment for children in the household.**



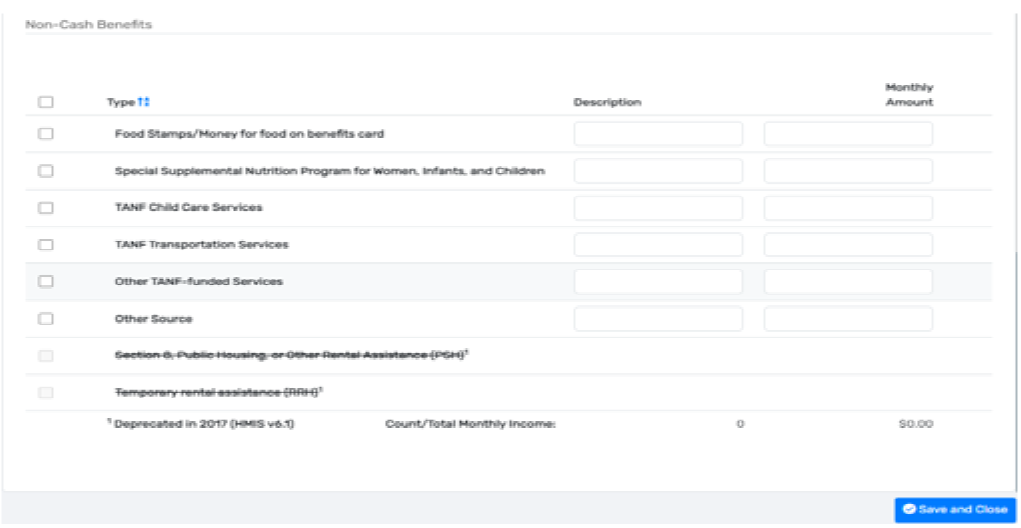


Definitions of Sources of Income

- **Earned Income** – Employment income
- **Private Disability Insurance**
- **Unemployment Insurance** – Unemployment benefits from the State
- **Worker's Compensation** – Income for an individual who has been injured on the job
- **Pension from Former Job** – Income from a private employer or military retirement pay
- **Supplemental Security Income** – A federal program providing additional income for older and disabled individuals with little to no income stream
- **Social Security Disability Income** – A monthly compensation to individuals who can no longer work due to their medical conditions
- **Retirement Income from Social Security**– Income payment provided by government for individuals who qualify
- **Alimony or other spousal support** – Income received for spousal/partner support
- **Veteran's Disability Payment** – A benefit paid to a veteran because of injuries or diseases that happened while on active duty or were made worse by active duty
- **Veteran's Pension** – a benefit paid to a veteran by the Veteran's Administration upon retirement
- **Temporary Assistance for Needy Families (TANF)**
- **Child Support** – Income received from one parent to another to care for children
- **Other Income** – Any income not previously listed.

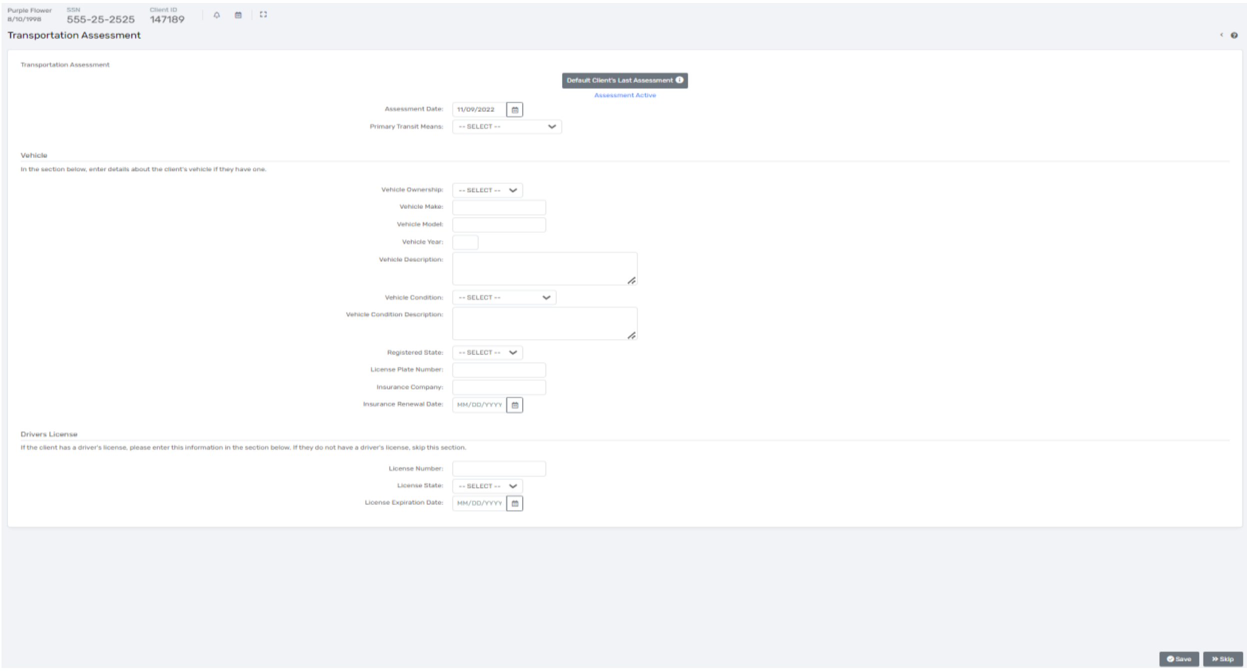
Definitions of Non-Cash Benefits

- **Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)** – Monthly payments issued by the government to persons with low income that can be redeemed for food at stores.
- **Special Supplemental Nutrition Program for Women, Infants and Children (WIC**) – A program geared toward supplying nutritional food for at risk pregnant women and their families.
- **TANF Child Care Services** – Childcare funding assistance
- **TANF Transportation Services** – Transportation funding assistance
- **Other TANF Funded Services**
- **Other Source** – Any source not previously listed above.



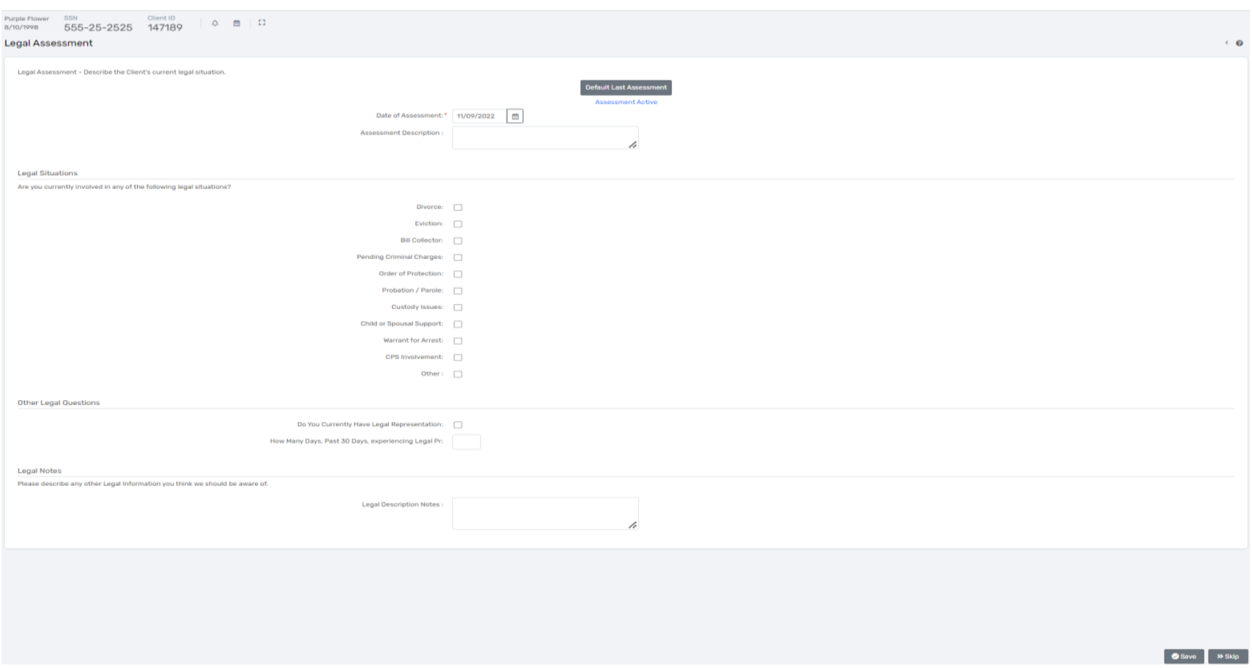
TRANSPORTATION ASSESSMENT FOR INTAKE WORKFLOW

Complete the Transportation Assessment and click **"Save"** to continue in the workflow. This assessment is not required, and you may **"Skip"** the assessment if your agency does not utilize this assessment.



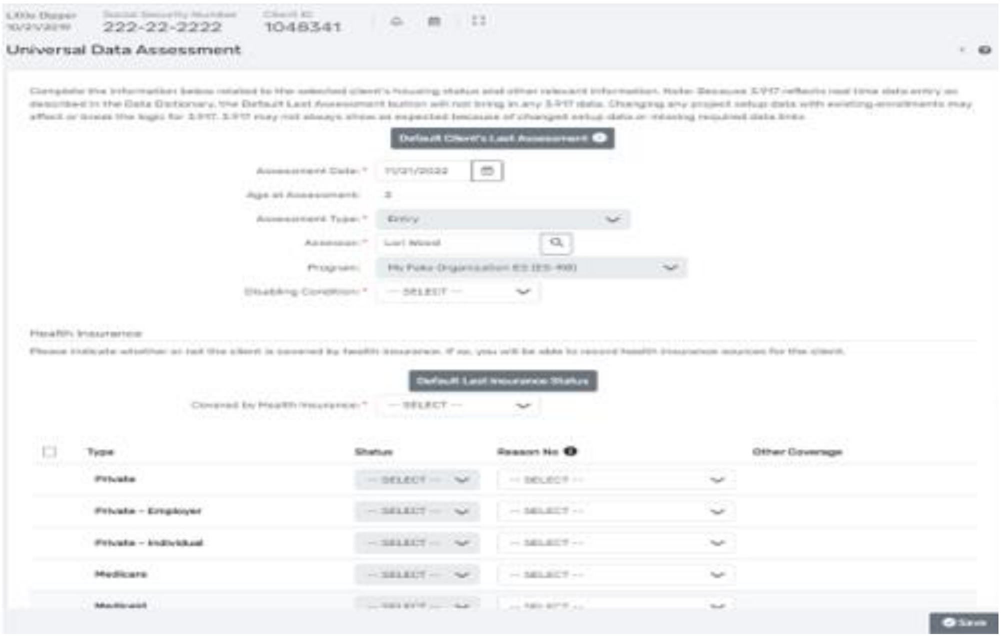
LEGAL ASSESSMENT FOR INTAKE WORKFLOW

Complete the Legal Assessment and click **"Save"** to continue in the workflow. This assessment is not required, and you may **"Skip"** the assessment if your agency does not utilize this assessment.



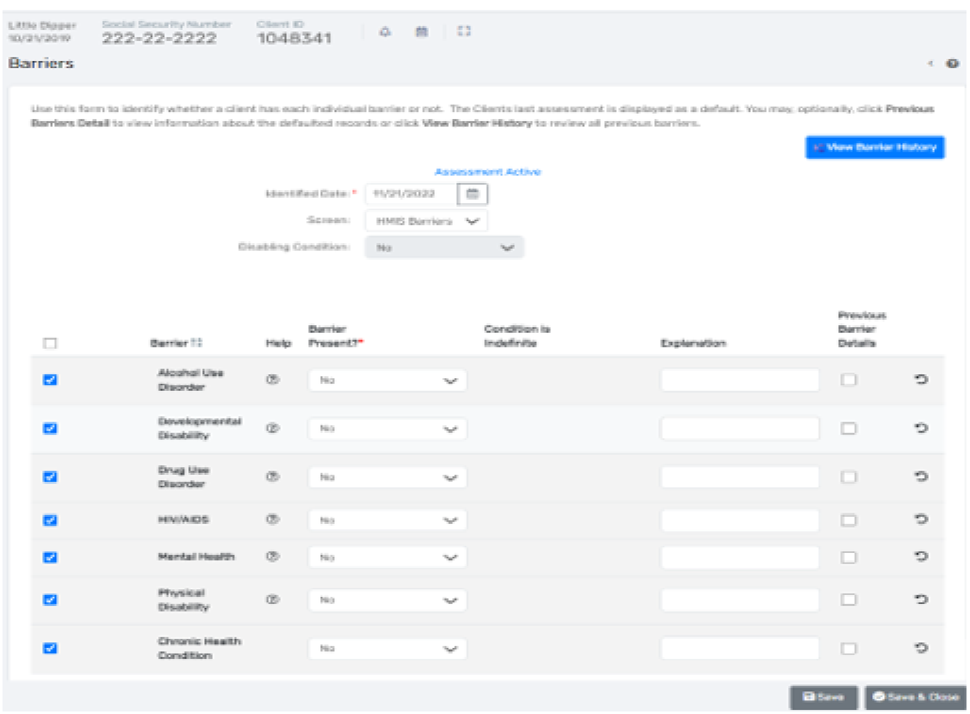
DV UNIVERSAL DATA ASSESSMENT FOR CHILD AT INTAKE

Complete the required data elements for the child on the DV Universal Data Assessment. Click **"Save"** when finished with the assessment to continue in the workflow.



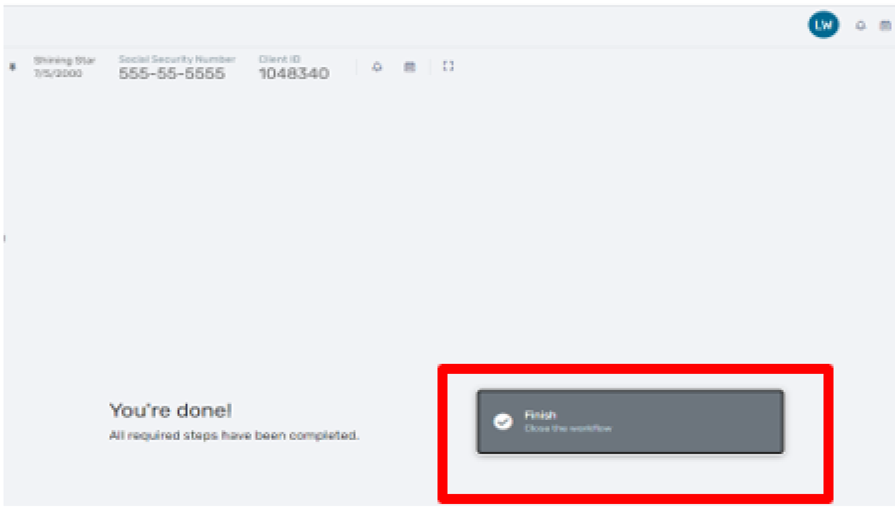
BARRIERS ASSESSMENT FOR CHILD AT INTAKE

Complete any barrier information for the child you are enrolling. If **no barriers** are present at enrollment, select all the barriers and leave the **"Barriers Present"** status as **"No"** and click **"Save & Close."**



COMPLETING THE INTAKE WORKFLOW

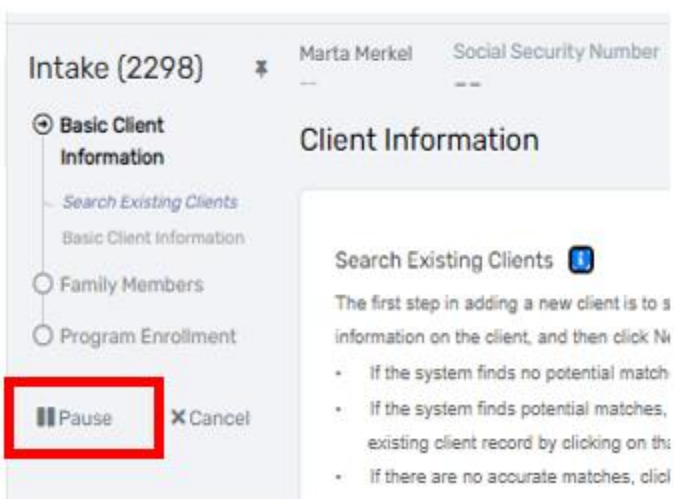
Once you have completed the required entry assessments for your client and household members, you will be prompted to **"Finish"** the workflow. If the workflow is complete, then click **"Finish."** You will then be directed back to the head of household's client dashboard, and you can see the new enrollment under **"Enrollments"** on the client record.



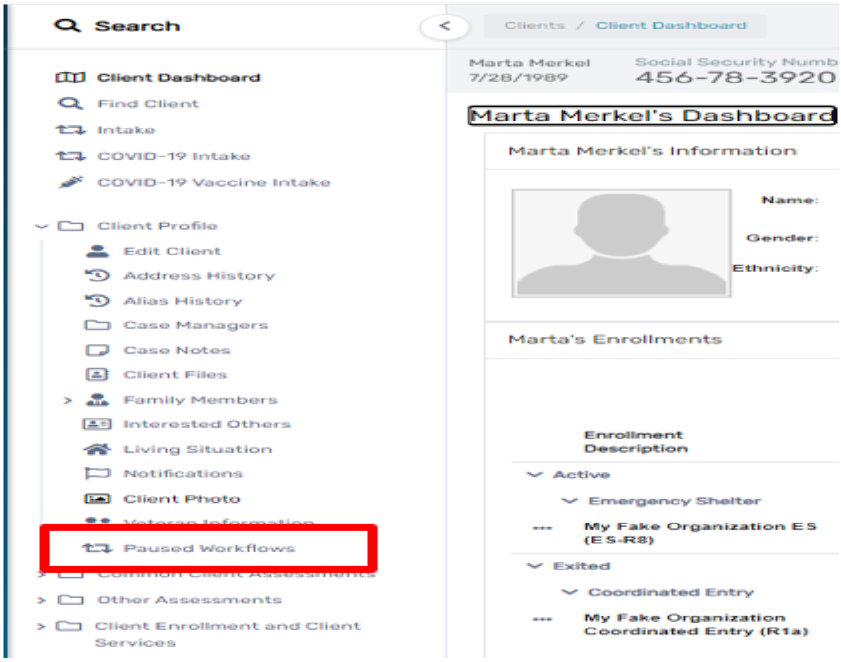
If you need to go back and change information entered in the workflow prior to finishing, you can click on the specific section of the workflow you wish to return to in the workflow window that appears on the left-hand side of the client record. Clicking on the link beside the green dot will take you to that specific section of the workflow where you can edit information.

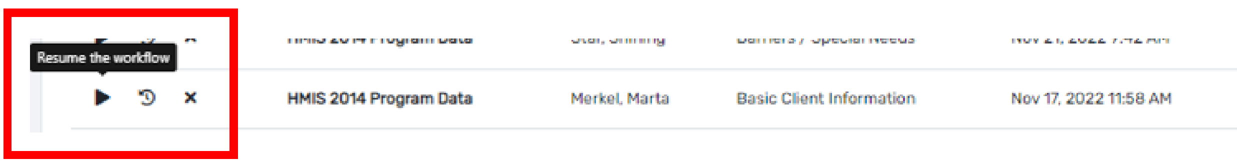
PAUSING A WORKFLOW

You may also **"Pause"** a workflow by clicking on the pause button located in upper right-hand corner of the workflow window beside the black **"X"** (as seen on page 20 in the red box with the red arrow). The black **"X"** will delete the workflow. The pause feature will allow you to pause the workflow at any time so you can return to it later.



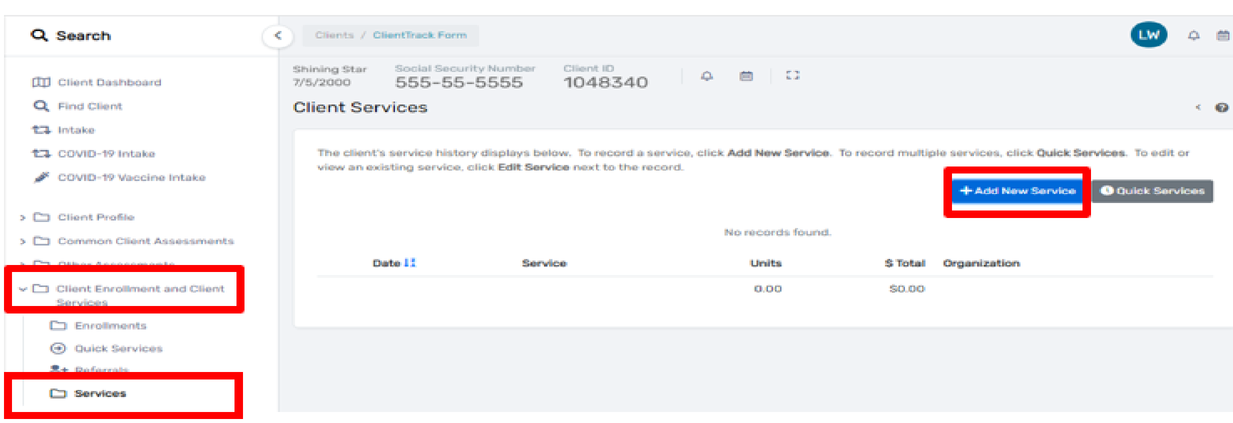
To **resume a paused workflow**, click on **"Paused Workflows"** at the bottom of the list of case management tools located on the left-hand side of the client record. Then click on the blue action wheel beside your paused workflow to select **"Resume"** in the drop down. This will take you back to where you paused the workflow, and you can finish your program enrollment.



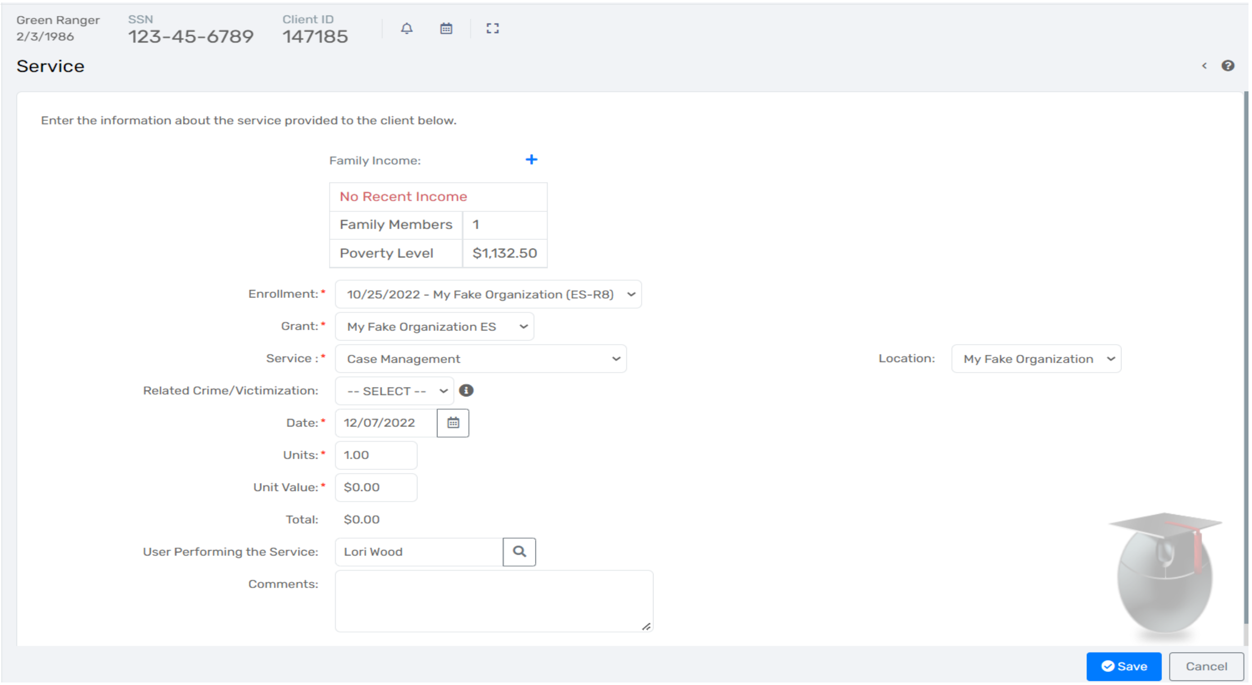


ADDING SERVICES

After completing an enrollment for a client, you can document services associated with the program enrollment with the "**Client Enrollments and Client Services**" link located in the list of case management tools on the left-hand side of the client record. After clicking on **"Client Enrollments and Client Services**" the menu will expand. Next click on **"Services"** and this will open the Services window where you can "**Add New Service**"



You will see the Services home screen where you select the enrollment associated with the service and the service provided. You can also enter units and dollar amounts (1.00 unit = one hour of case management or a bus pass) to track costs. The comments section can be used for reminders; however, this is not for writing case notes. Case Notes will be covered later in the manual. Please note that services can be tailored to your organization's needs. If a service does not appear in your agency's options, contact the help desk (DVhelpdesk@ihcda.IN.gov) for assistance.

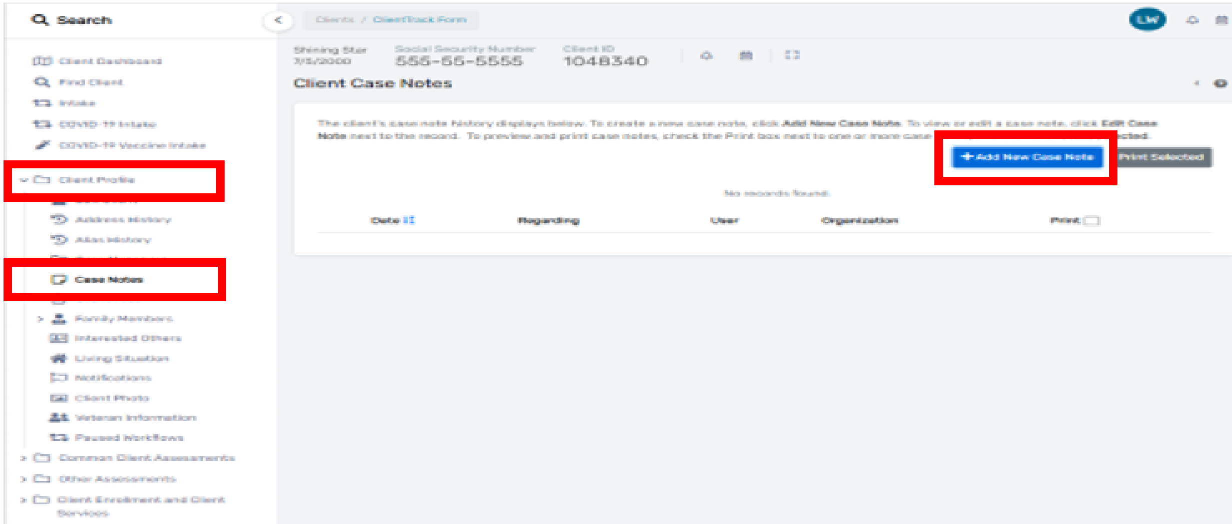


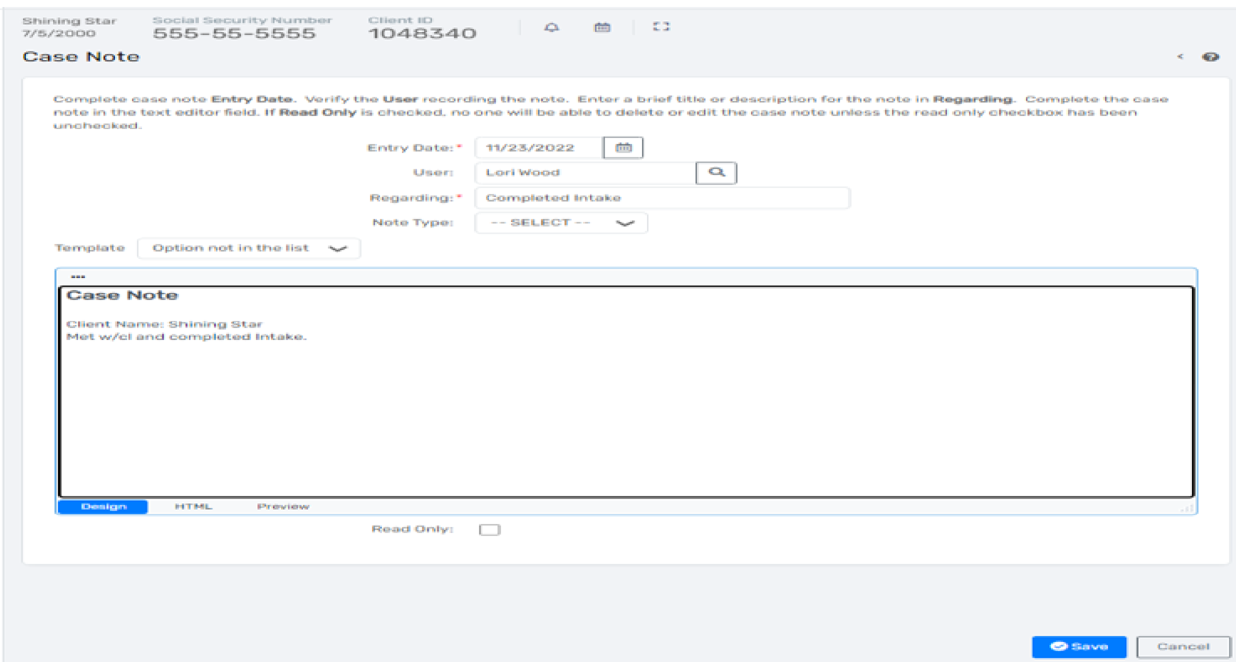
When you are finished documenting a service, click on the "**Save**" button and you will be taken back to the Services home screen where you can edit or delete a service you created. Case Notes

ADDING CASE NOTES

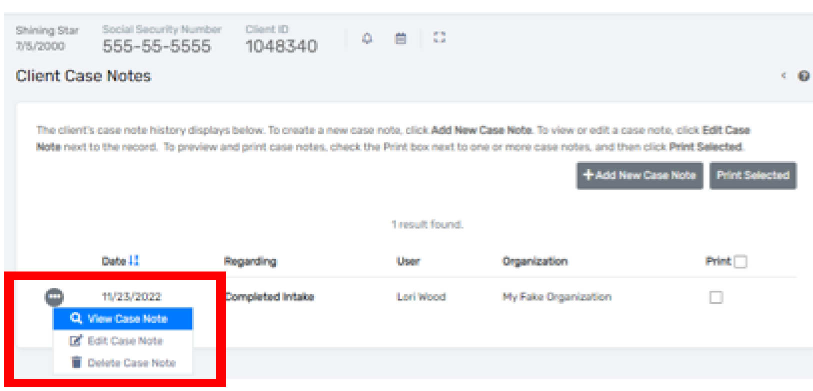
Timely and robust case notes assist you and other case managers at your organization in serving your clients. It is extremely important that meetings, calls, services, and other relevant information regarding your client are properly documented in case notes.

To add case notes, click on the "**Client Profile**" tab in the list of case management tools on the left-hand side of the screen. Click on the **"Case Notes"** feature beneath the **"Client Profile"** tab on the left-hand side of the screen. Next, click the **"Add New"** button on the upper right-hand side of the screen. ***Any case notes created for a client are restricted to case managers within your organization. No one outside of your agency can view your case notes.***

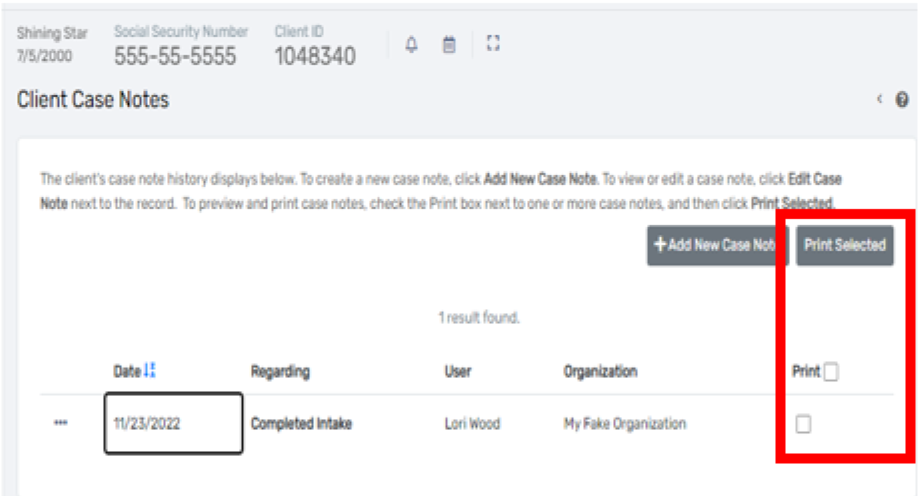




Once a case note is created, it will appear in a list of case notes on the Case Notes home screen. You can use the three dots  beside the case note to:



- View Case Note
- Edit Case Note
- Delete Case Note



You can also select case notes to print by clicking on the **"Print"** box located in the far column and clicking on the **"Print Selected"** button beside the **"Add New"** button. This will print all the "checked" case notes.

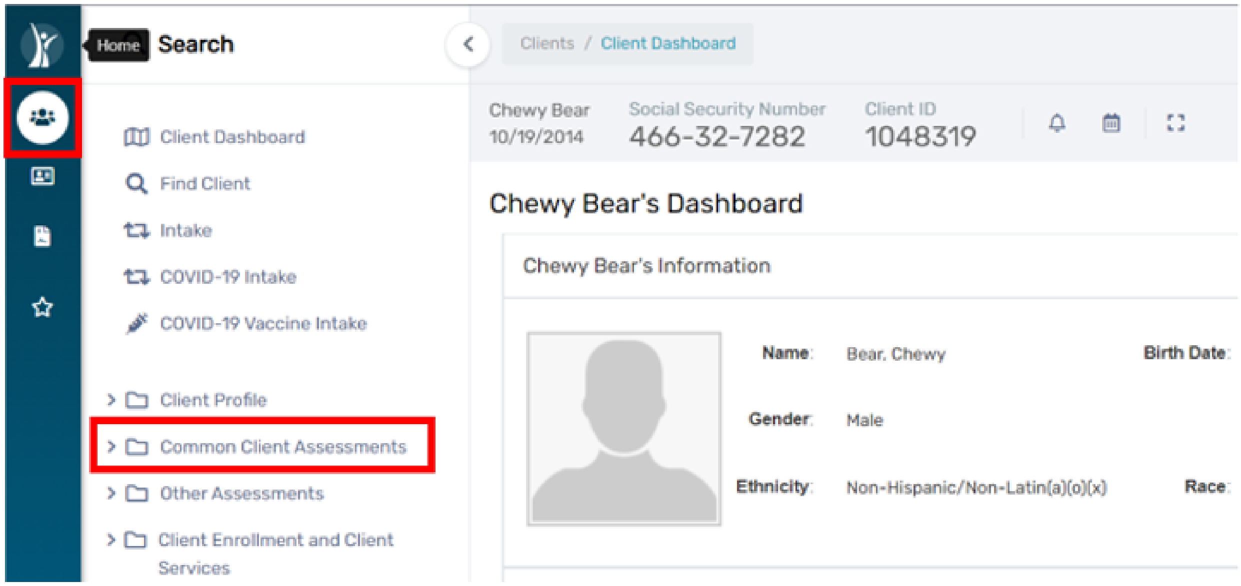
UPDATE/ANNUAL ASSESSMENT

The most common data quality error, and data element with the highest error rate across the different project types, is Income and Sources at Annual Assessment. This How to guide will help you know how to identify this issue and correct it. You can also visit the HMIS Manual to review how to properly enter annual assessments thus avoiding this data quality data in the future."

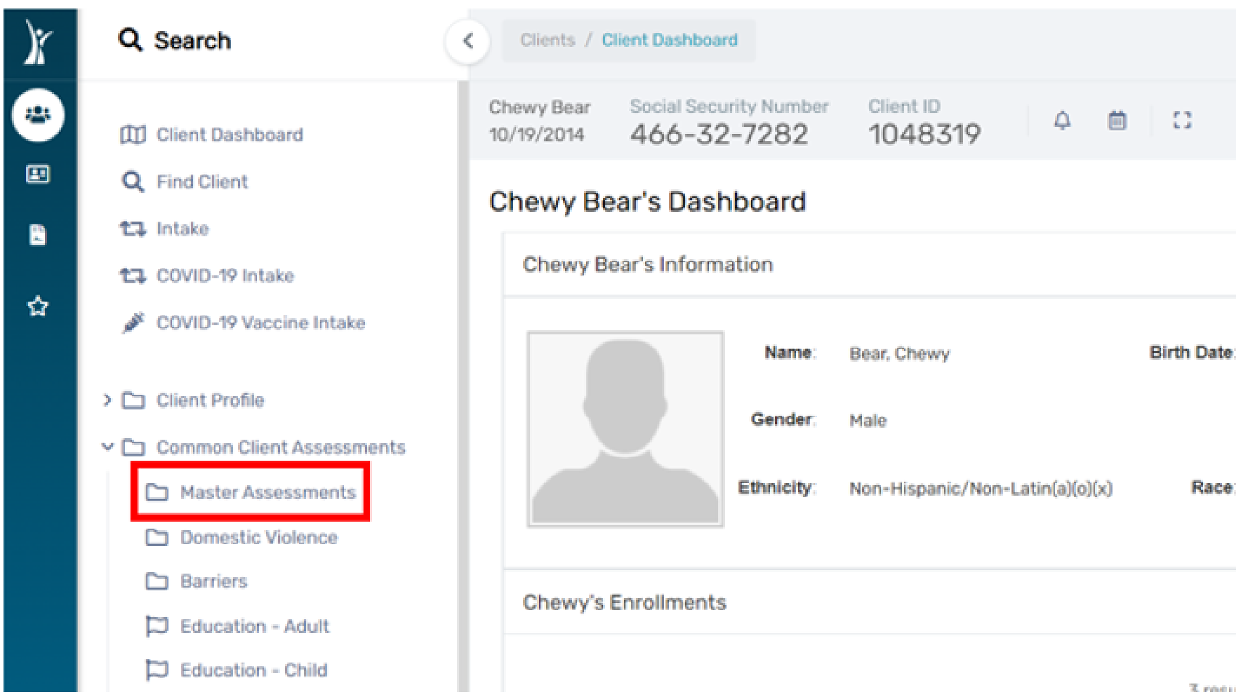
First, you need to know that, according to the 2022 HMIS Data Standards on page 15, *"– Data elements required for collection at annual assessment must be entered with an Information Date of no more than 30 days before or after the anniversary of the head of household's Project Start Date, regardless of the date of the most recent 'update' or any other 'annual assessment'. Information must be accurate as of the Information Date. The data collection stage may not be inferred from the Information Date, although the field must have an Information Date recorded with it. To be considered reportable to HUD as an annual assessment, data must be stored with a Data Collection Stage of 'Annual Assessment'. The Annual Assessment must include updating both the head of household's record and any other family members at the same time."*

In our efforts to improve our data quality, we highly encourage HMIS end user to log an annual assessment 15 days prior or 15 days after the anniversary of the project start date instead of the 60-day window mentioned above. This is to avoid confusion with months that are 31 days long and could negatively impact our data quality if end-users do not log the annual assessment 30 days prior or 30 days after the anniversary of the project start date.

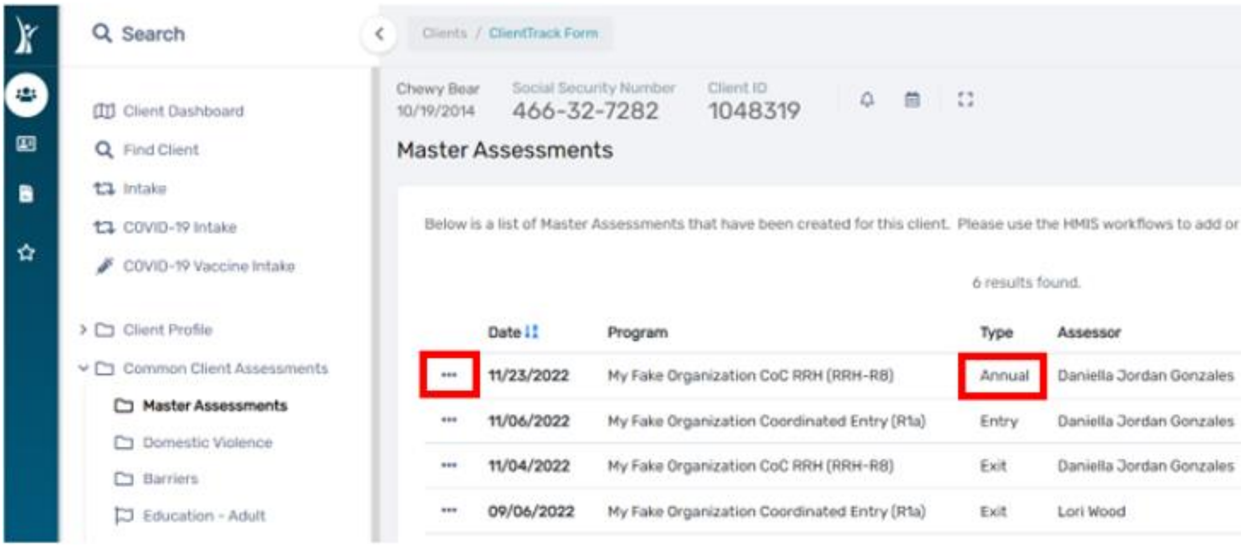
1. To identify the issue, click on the **"Clients"** icon on the blue left-side menu, find your client, and when you are in the client's dashboard click on **"Common Client Assessments"** as shown below.



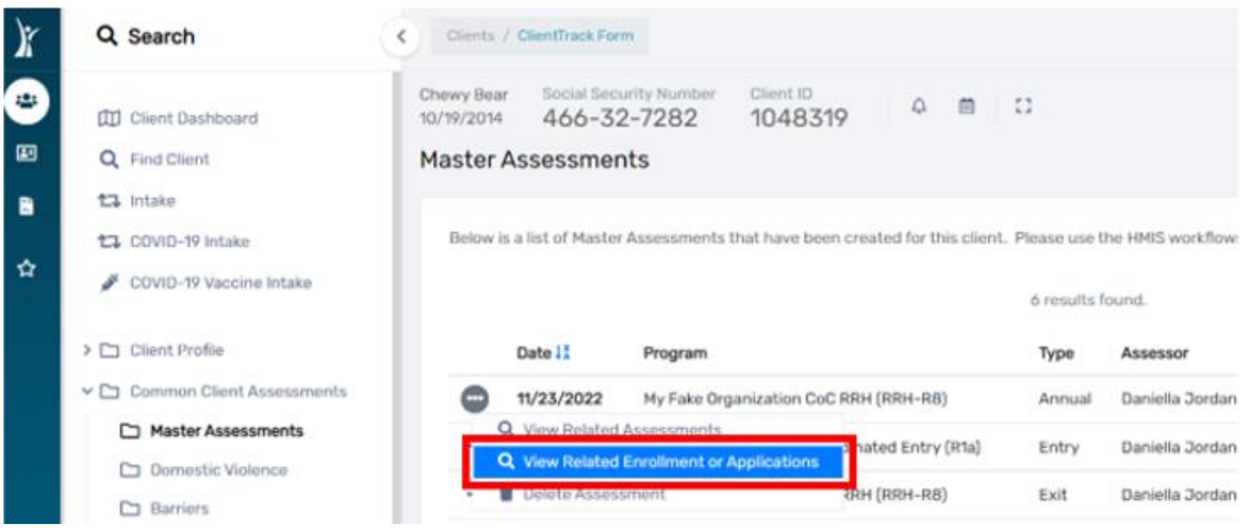
2. A drop-down menu will appear. Click on **"Master Assessments".**



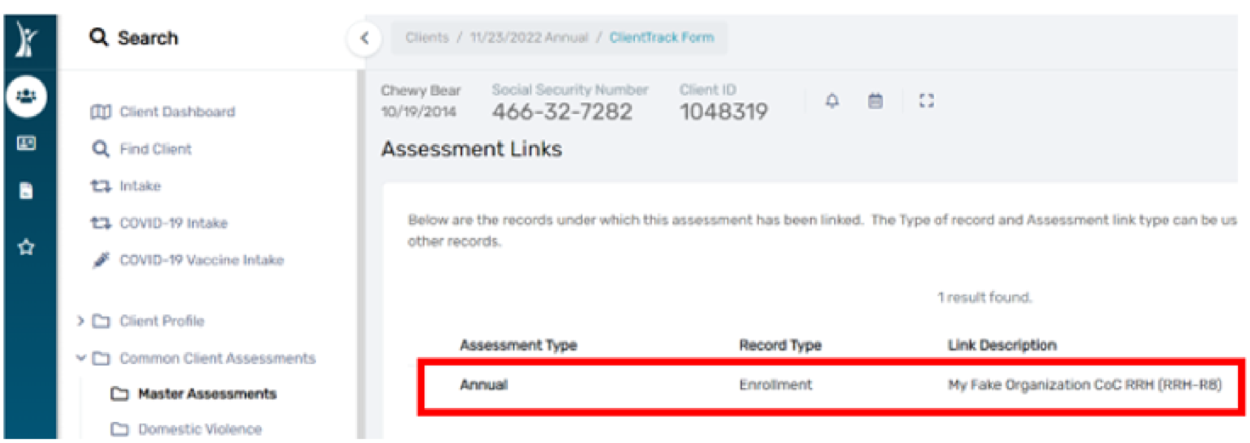
3. Locate the annual assessment (it says "Annual" under the *Type* column) and click on the three dots next to it.



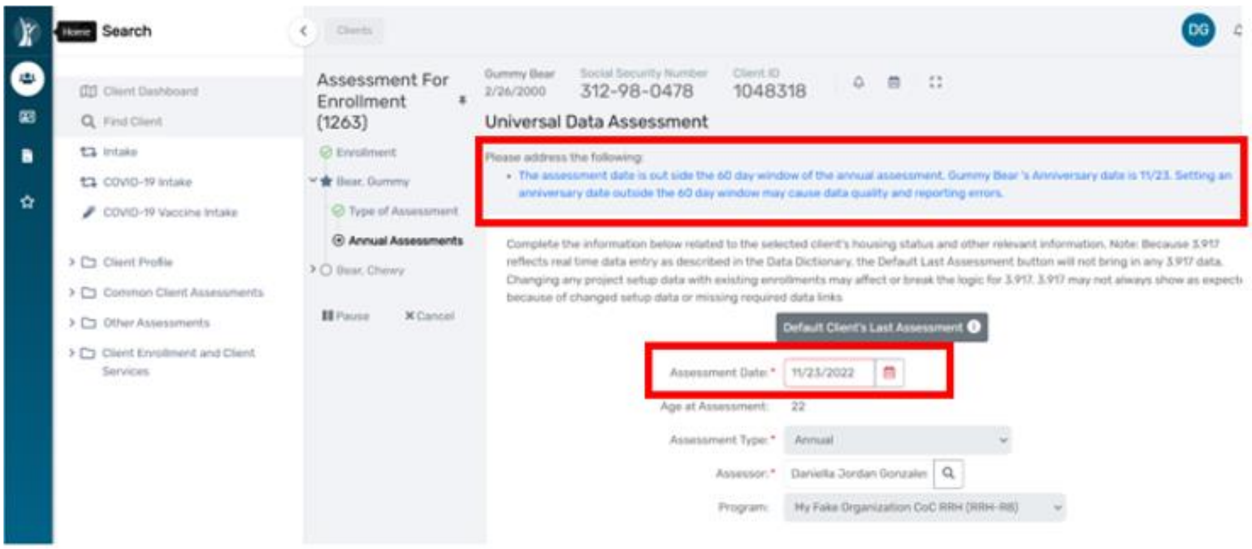
4. Choose **"View Related Enrollment or Applications"** from the drop-down list.



5. If the annual assessment has been completed by filling out the guidelines listed in the HMIS User Manual, then the annual assessment will be attached to the appropriate enrollment as shown below.



6. If this is not the case, then you will not see this and you will need to correct the annual assessment, only if it is within the 60-day window of the project start date. If you can correct this issue, please complete an **"Annual Assessment"** by following the directions in the next section of this manual **"Add New Annual Assessment"**
7. *If you are attempting to enter an annual assessment outside the 60-day window mandate from HUD, meaning, 30 days prior or 30 days after the anniversary of the Project Start Date, then you will get a warning message that reads **"The assessment data is out of the 60-day window of the annual assessment, Gummy Bear's Anniversary date is 11/23. Setting an anniversary outside the 60-day window may cause data quality and reporting errors"** as shown below.*

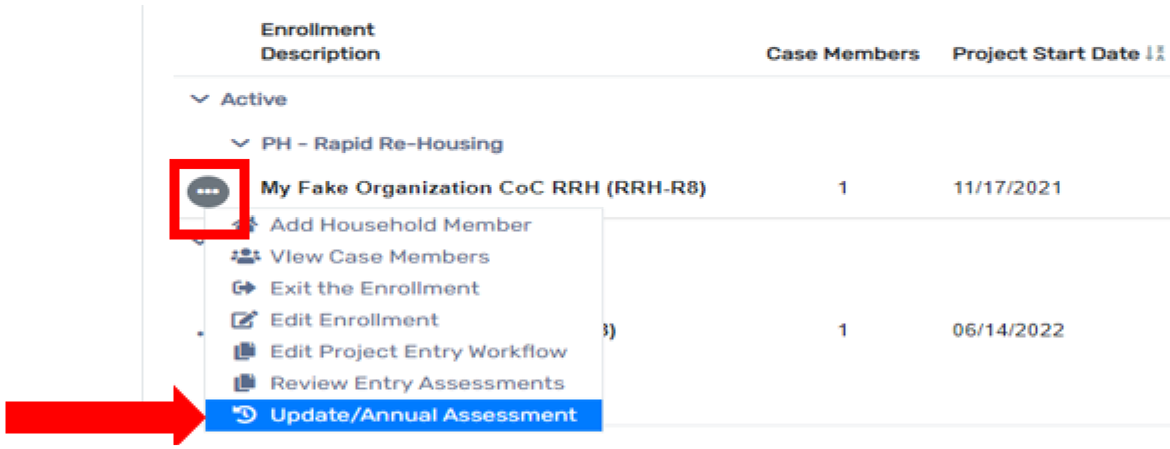


ADD NEW ANNUAL ASSESSMENT

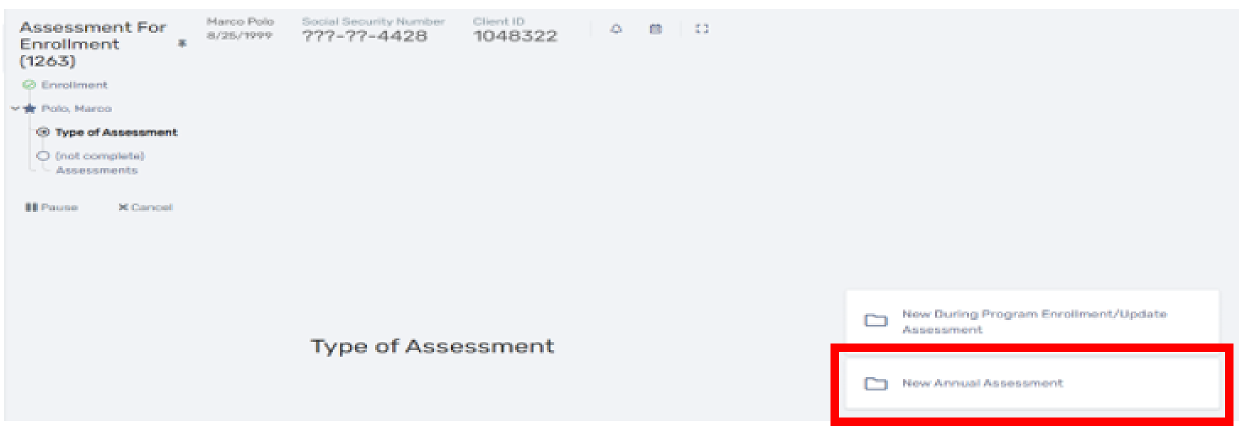
First, you need to know that, according to the [2022 HMIS Data Standards] on page 15, *"– Data elements required for collection at annual assessment must be entered with an Information Date of no more than 30 days before or after the anniversary of the head of household's Project Start Date, regardless of the date of the most recent 'update' or any other 'annual assessment'. Information must be accurate as of the Information Date. The data collection stage may not be inferred from the Information Date, although the field must have an Information Date recorded with it. To be considered reportable to HUD as an annual assessment, data must be stored with a Data Collection Stage of 'Annual Assessment'. The Annual Assessment must include updating both the head of household's record and any other family members at the same time."*

In our efforts to improve our data quality, we highly encourage HMIS end user to log an annual assessment 15 days prior or 15 days after the anniversary of the project start date instead of the 60-day window mentioned above. This is to avoid confusion with months that are 31 days long and could negatively impact our data quality if end-users do not log the annual assessment 30 days prior or 30 days after the anniversary of the project start date

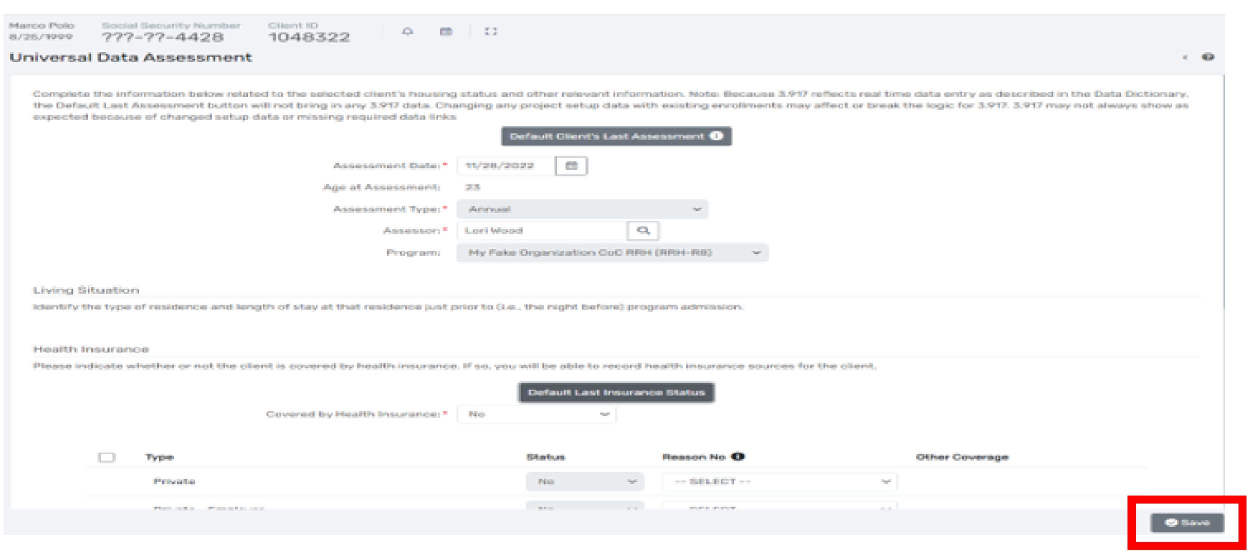
1. From the Client's Dashboard screen, click on the three dots (action icon) located to the left of the enrollment you are adding the annual assessment to.
2. Next, select **"Update/Annual Assessment".**



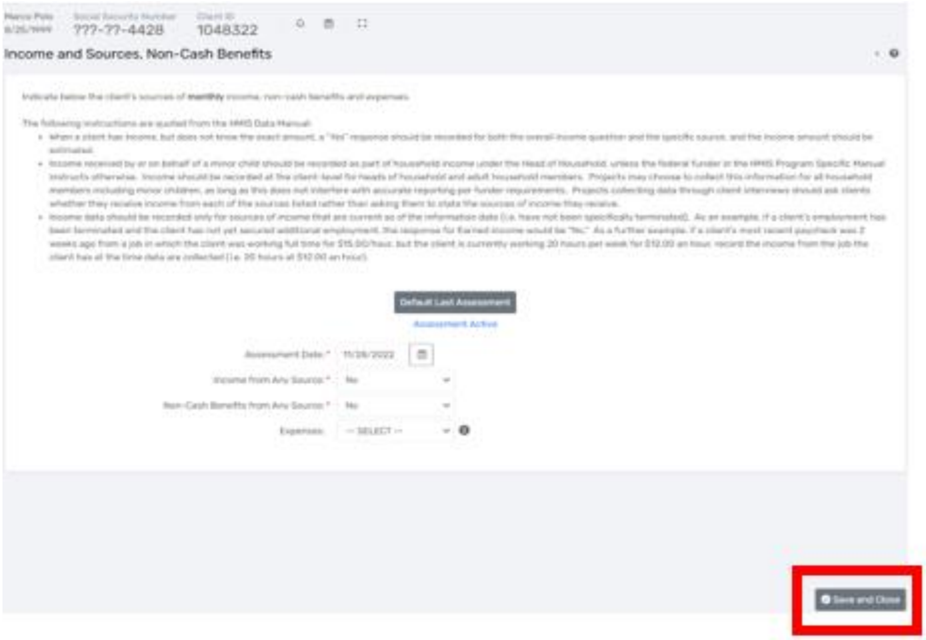
3. The **"HUD Program Enrollment"** screen will display. Select **"No Changes"** in the bottom right corner of the screen.
4. Next, is the **"Type of Assessment"** screen where you will select **"New Annual Assessment"**



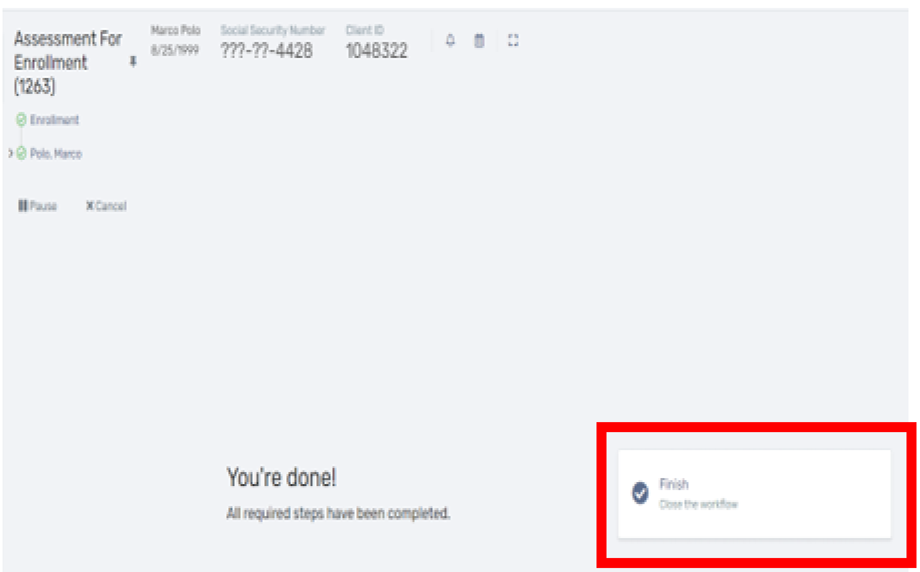
5. Complete the **"Universal Data Assessment"** then select **"Save"**



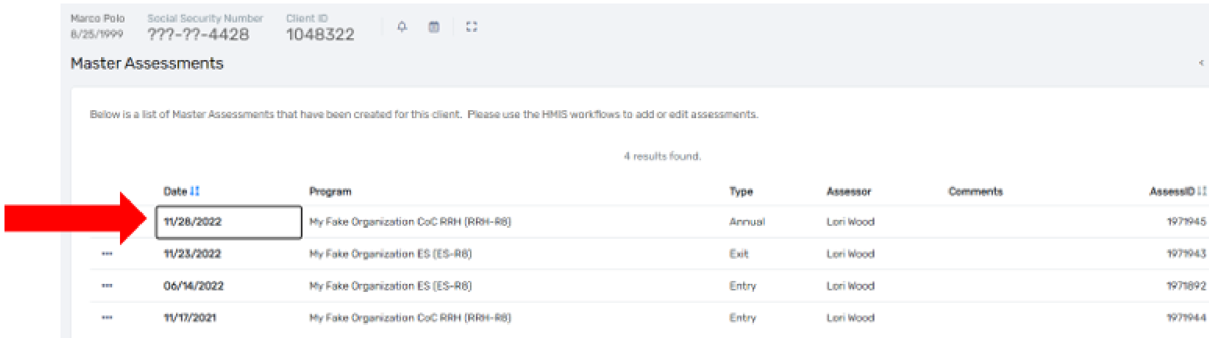
6. Complete the **"Income and Sources, Non-Cash Benefits"** assessment then select **"Save and Close"**



7. To finish the **"Annual Assessment"** click the **"Finish"** box as seen below



8. You will now see the **"Annual Assessment"** reflected under **"Common Client Assessments"/" Master Assessments**" on the Client's Dashboard.

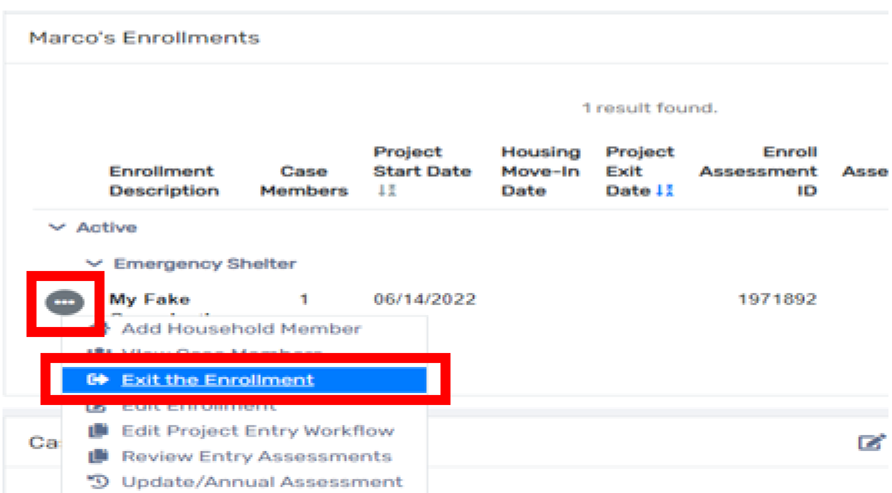


After completing all the updated assessments for the head of household, you will be prompted through the assessments for all enrolled household members. The adult assessments will look like the head of household's assessments. The Update/Annual Assessment will look differently for children.

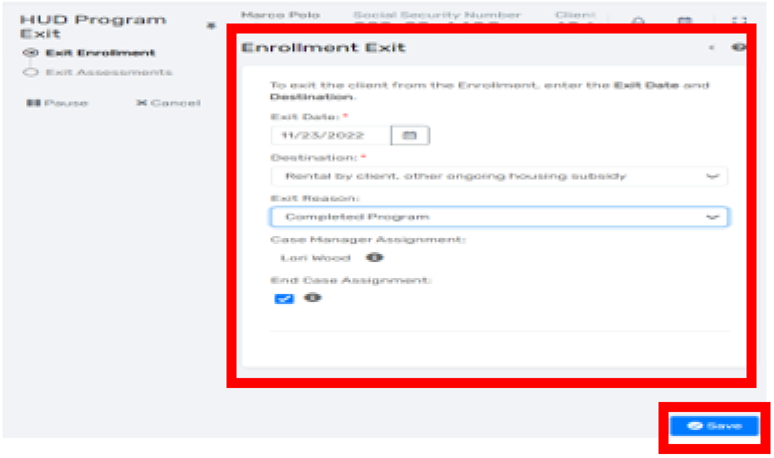
PROGRAM DISCHARGE

When a client has transitioned from your project or is no longer receiving services for any reason, you will discharge the client from your program in ClientTrack with the following steps:

- Go to the client record.
- On the Client's Dashboard, click on the three dots (action icon) beside your project enrollment. Select **"Exit the Enrollment"** in the drop-down list and complete the information for the Exit workflow and save as you go.

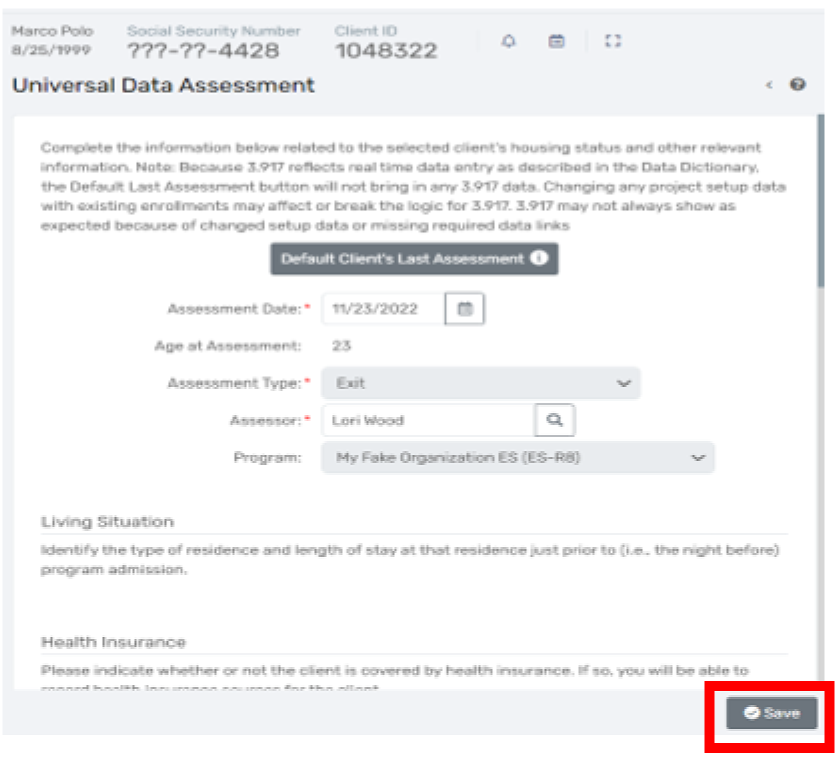


- On the first screen of the exit workflow, you will be asked for the **"Exit Date," "Destination," "Exit Reason,"** and whether to **"End Case Assignment."** Please note that all fields with an asterisk * are required.
- Complete all assessments for the Exit workflow then click "Finish" to complete the workflow.



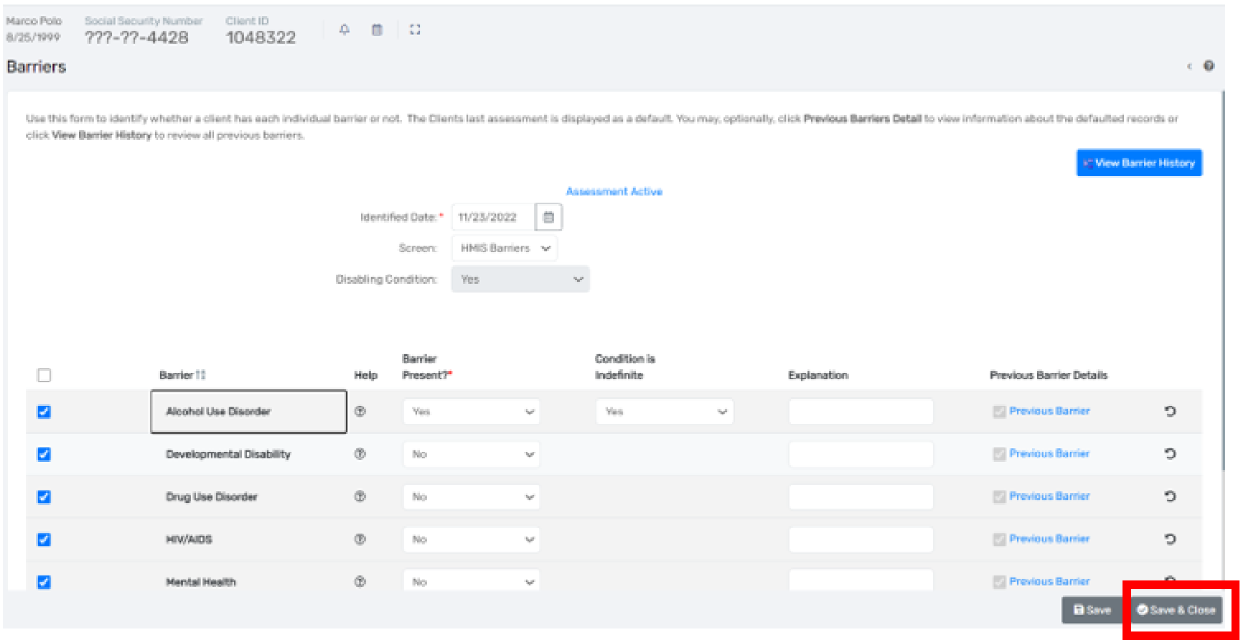
HMIS UNIVERSAL DATA ASSESSMENT FOR EXIT WORKFLOW

Complete the required information and click **"Save"** to continue. NOTE: If the client's information has not changed during the enrollment period, you may click on the **"Default Client's Last Assessment"** button which will populate the fields with the most recent client assessment information.



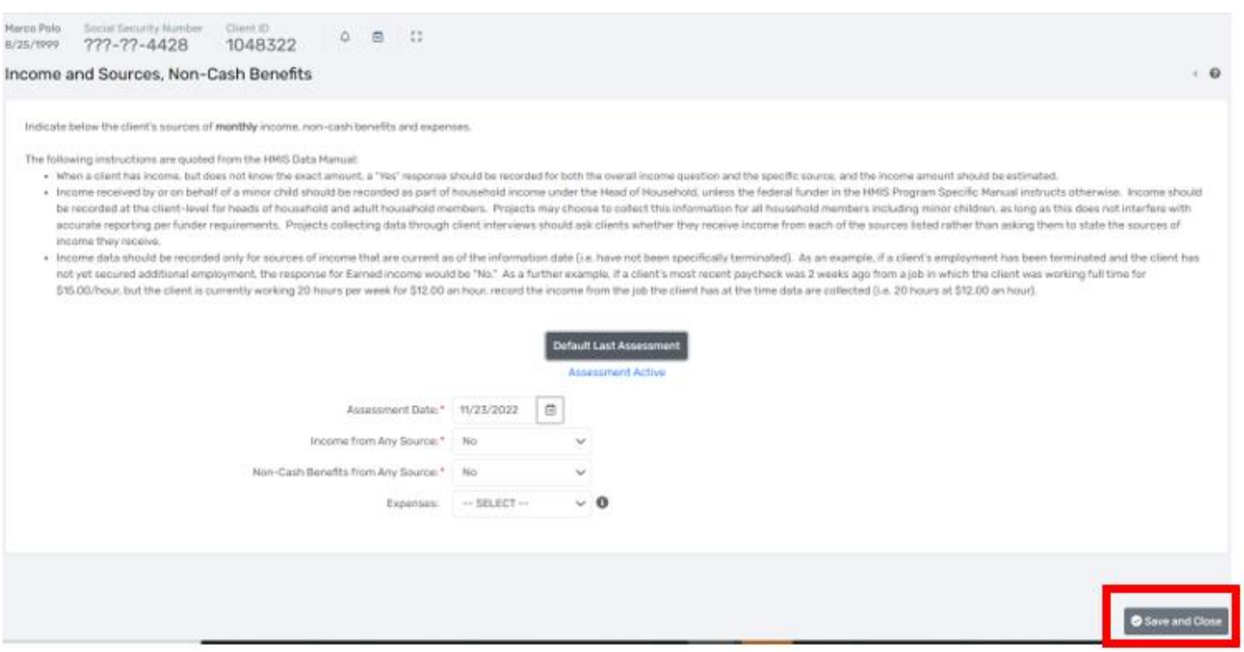
HMIS BARRIERS ASSESSMENT FOR EXIT WORKFLOW

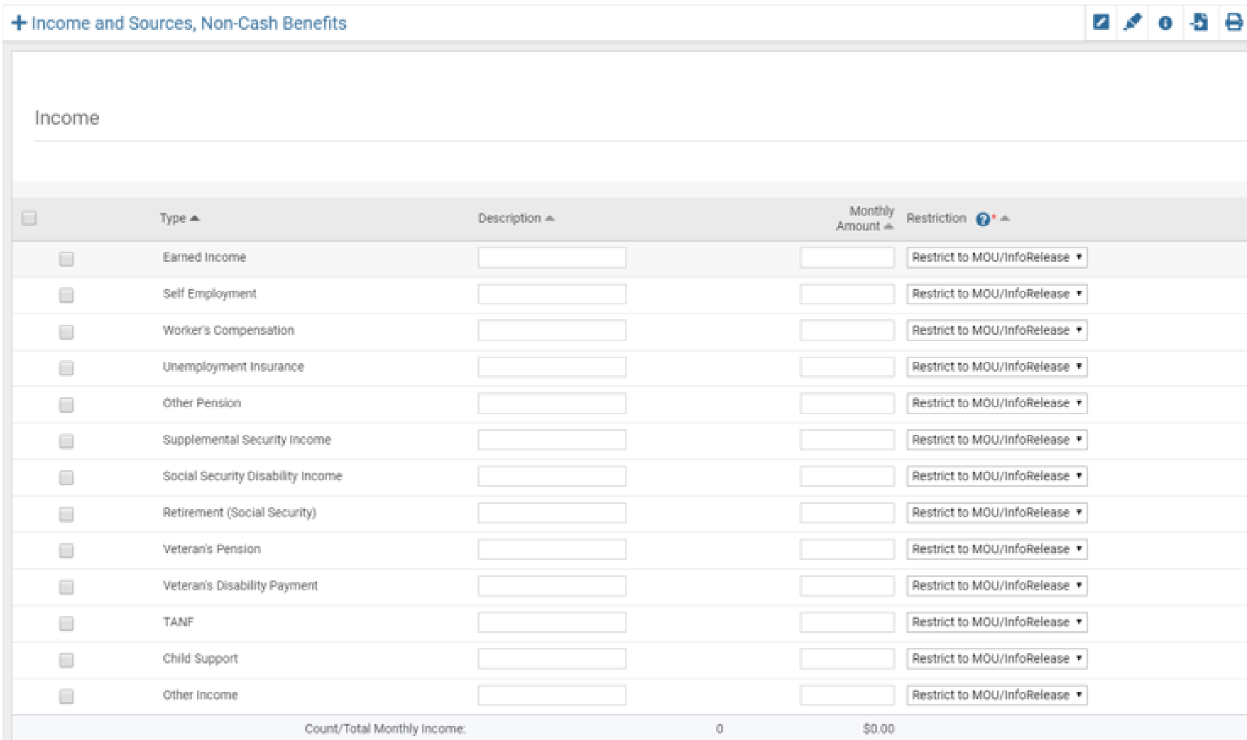
You will be required to complete the HMIS Barriers Assessment at exit. The built-in logic may create additional required fields. Select a barrier by clicking on the box beside it if a barrier is present at exit. If the client has no barriers, click on **"Save & Close"** in the lower right-hand corner.



INCOME AND SOURCES NON-CASH BENEFITS ASSESSMENT FOR EXIT WORKFLOW

Complete the Financial information for the head of household at exit and document any changes to the household income. Be sure to scroll down to complete Non-Cash Benefits and click **"Save and Close"** when finished.





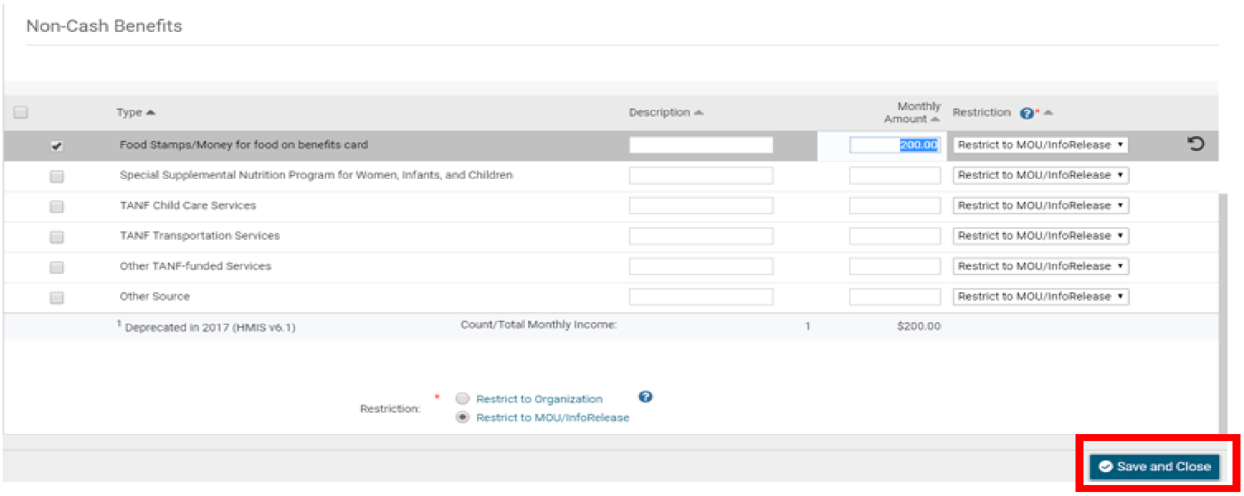
+ Income and Sources, Non-Cash Benefits

Income

	Type	Description	Monthly Amount	Restriction
	Earned Income			Restrict to MOU/InfoRelease
	Self Employment			Restrict to MOU/InfoRelease
	Worker's Compensation			Restrict to MOU/InfoRelease
	Unemployment Insurance			Restrict to MOU/InfoRelease
	Other Pension			Restrict to MOU/InfoRelease
	Supplemental Security Income			Restrict to MOU/InfoRelease
	Social Security Disability Income			Restrict to MOU/InfoRelease
	Retirement (Social Security)			Restrict to MOU/InfoRelease
	Veteran's Pension			Restrict to MOU/InfoRelease
	Veteran's Disability Payment			Restrict to MOU/InfoRelease
	TANF			Restrict to MOU/InfoRelease
	Child Support			Restrict to MOU/InfoRelease
	Other Income			Restrict to MOU/InfoRelease
	Count/Total Monthly Income:	0	$0.00	

Definitions of Sources of Income

- **Earned Income** – Employment income
- **Private Disability Insurance**
- **Unemployment Insurance** – Unemployment benefits from the State
- **Worker's Compensation** – Income for an individual who has been injured on the job
- **Pension from Former Job** – Income from a private employer or military retirement pay
- **Supplemental Security Income** – A federal program providing additional income for older and disabled individuals with little to no income stream
- **Social Security Disability Income** – A monthly compensation to individuals who can no longer work due to their medical conditions
- **Retirement Income from Social Security**– Income payment provided by government for individuals who qualify
- **Alimony or other spousal support** – Income received for spousal/partner support
- **Veteran's Disability Payment** – A benefit paid to a veteran because of injuries or diseases that happened while on active duty or were made worse by active duty
- **Veteran's Pension** – a benefit paid to a veteran by the Veteran's Administration upon retirement
- **Temporary Assistance for Needy Families (TANF)**
- **Child Support** – Income received from one parent to another to care for children
- **Other Income** – Any income not previously listed.



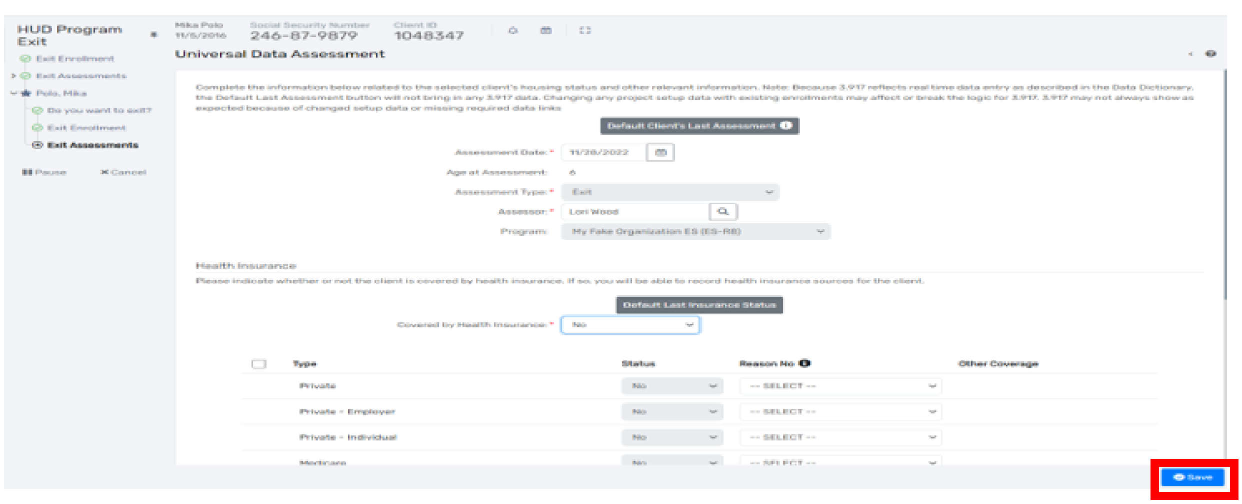
Definitions of Non-Cash Benefits

- **Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)** – Monthly payments issued by the government to persons with low income that can be redeemed for food at stores.
- **Special Supplemental Nutrition Program for Women, Infants and Children (WIC)** – A program geared toward supplying nutritional food for at risk pregnant women and their families.
- **TANF Child Care Services** – Childcare funding assistance
- **TANF Transportation Services** – Transportation funding assistance
- **Other TANF Funded Services**
- **Other Source** – Any source not previously listed above.

Assessment. Remember that all fields with an asterisk * are required. The **"Default Client's Last Assessment"** will populate information from the previous assessment completed and is helpful if the client's information has not changed. Click **"Save"** when finished.

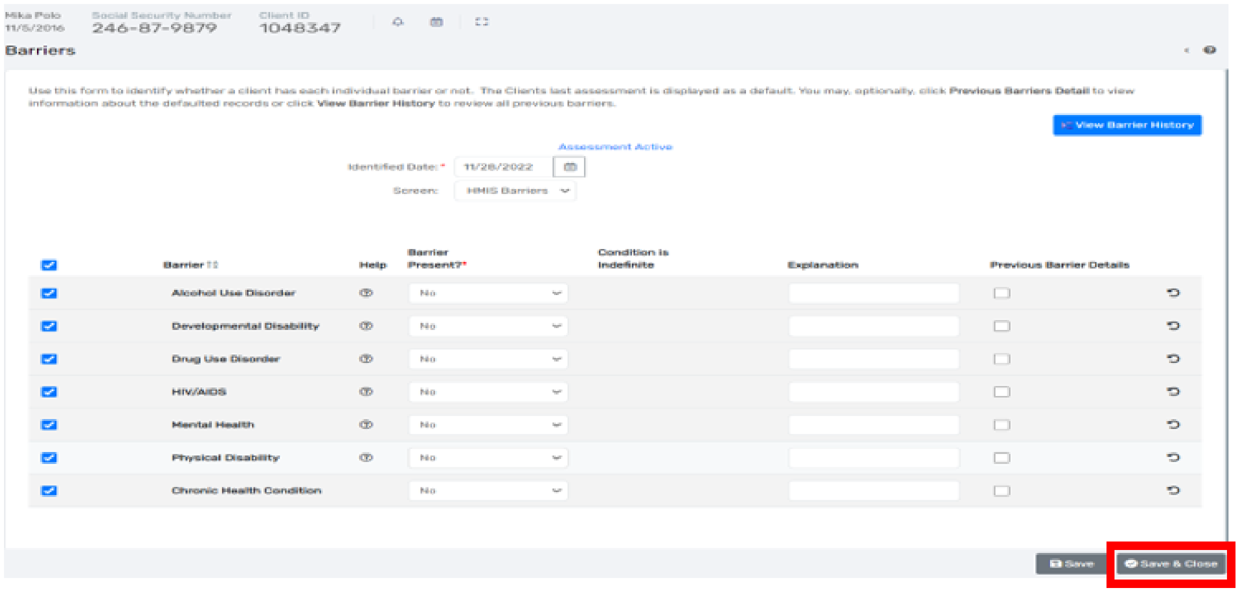
HMIS UNIVERSAL DATA ASSESSMENT FOR CHILD AT EXIT

Complete the required information on the HMIS Universal Data Assessment at exit for the child and click **"Save"** to continue.



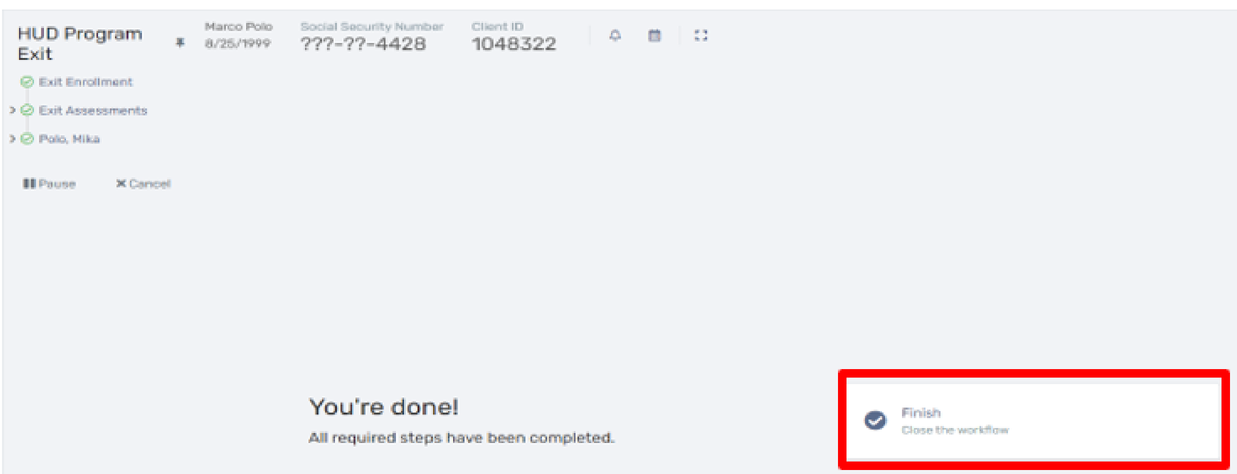
HMIS BARRIERS ASSESSMENT FOR CHILD AT EXIT

Complete the Barriers Assessment for the child at exit. If no barriers are reported, click **"Save & Close"** to continue in the workflow.

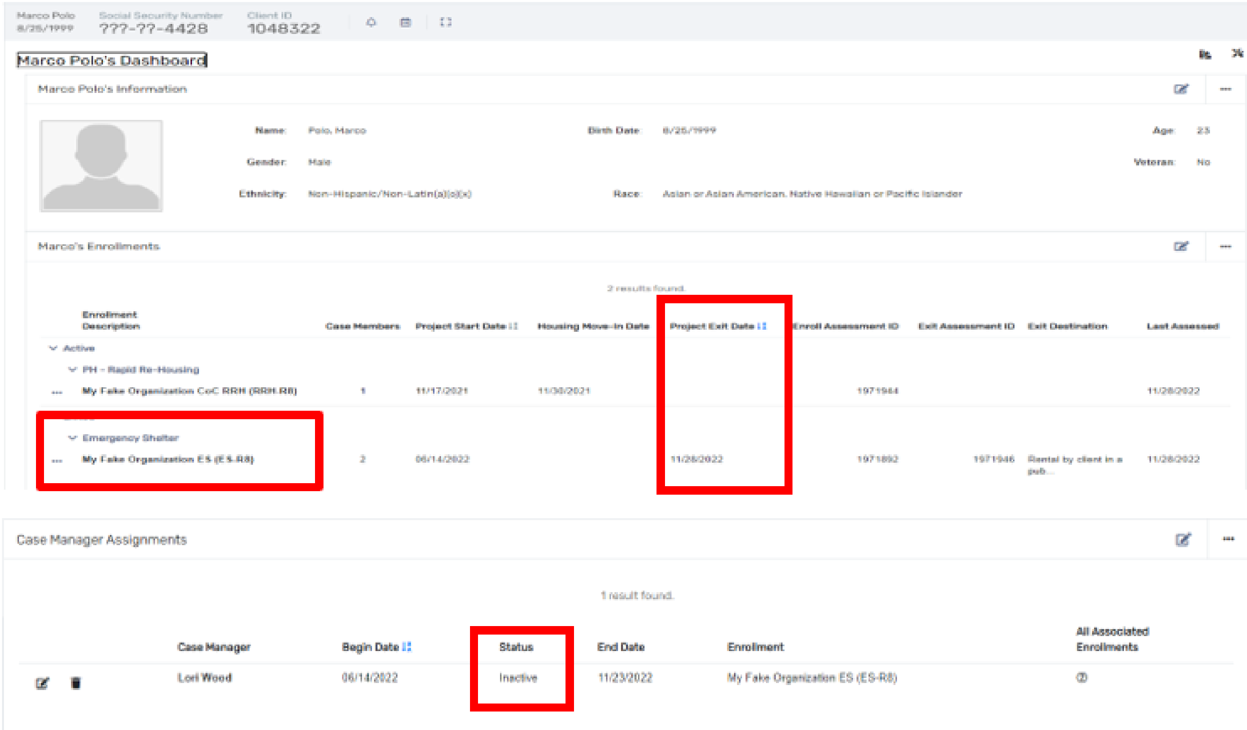


COMPLETING THE EXIT WORKFLOW

When you have completed all exit assessment for all household members, you will be asked to finish the exit workflow. Click **"Finish"** to complete the discharge for your clients.



You will then return to the client dashboard where you can see the project exit dates now as see below. If you have also selected **"End Case Assignment"** on the exit workflow, you will see that your status has changed to **"Inactive"** on the client dashboard under **"Case Manager Assignments."** If you forgot to click on the box beside **"End Case Assignment"** during the exit workflow, you can click on the little pencil beside your name under "**Case Manager Assignments"** to edit your status to **"Inactive"** to remove the discharged client from your case load.



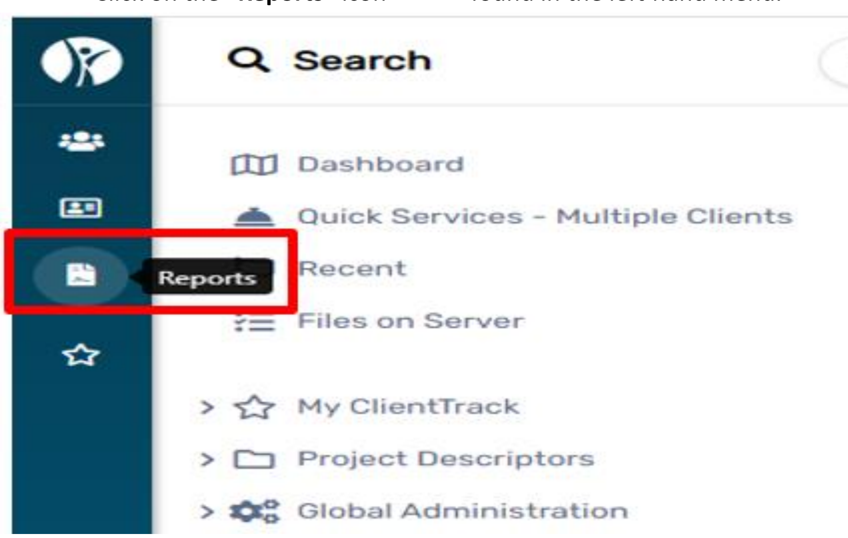
BASIC REPORTS

SERVICE SUMMARY REPORT

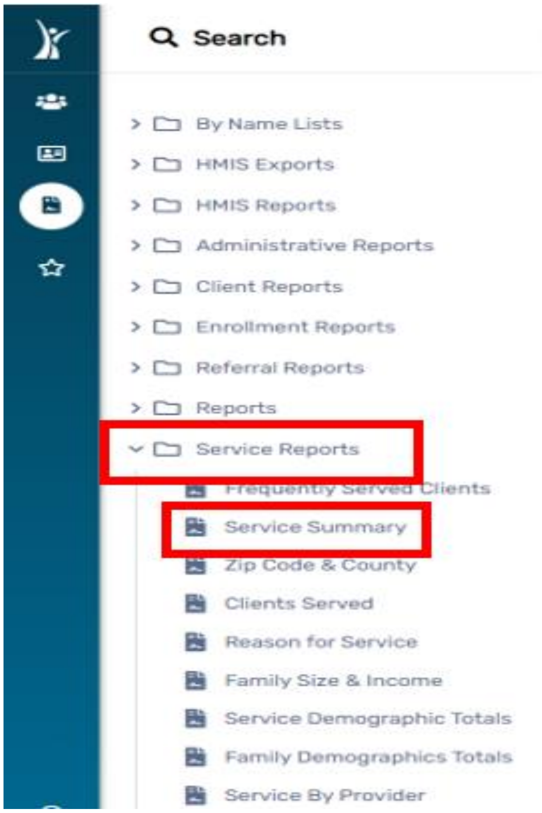
The Service Summary Report is a report of the services your agency has provided for clients enrolled in a specific program. You can run a Service Summary Report a variety of ways to extract specific service information from client records, for example services rendered in the month of December or Case Management Services provided for the year, etc. Most often the Service Summary Report is used to submit for reimbursement.

To Run a Service Summary Report:

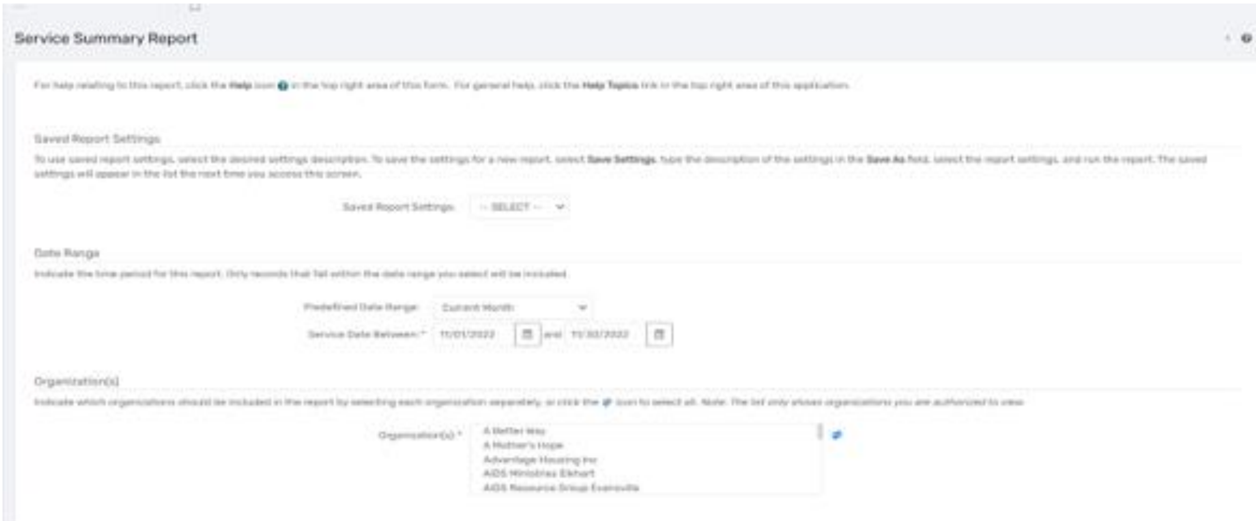
- Click on the **"Reports"** icon  found in the left-hand menu.

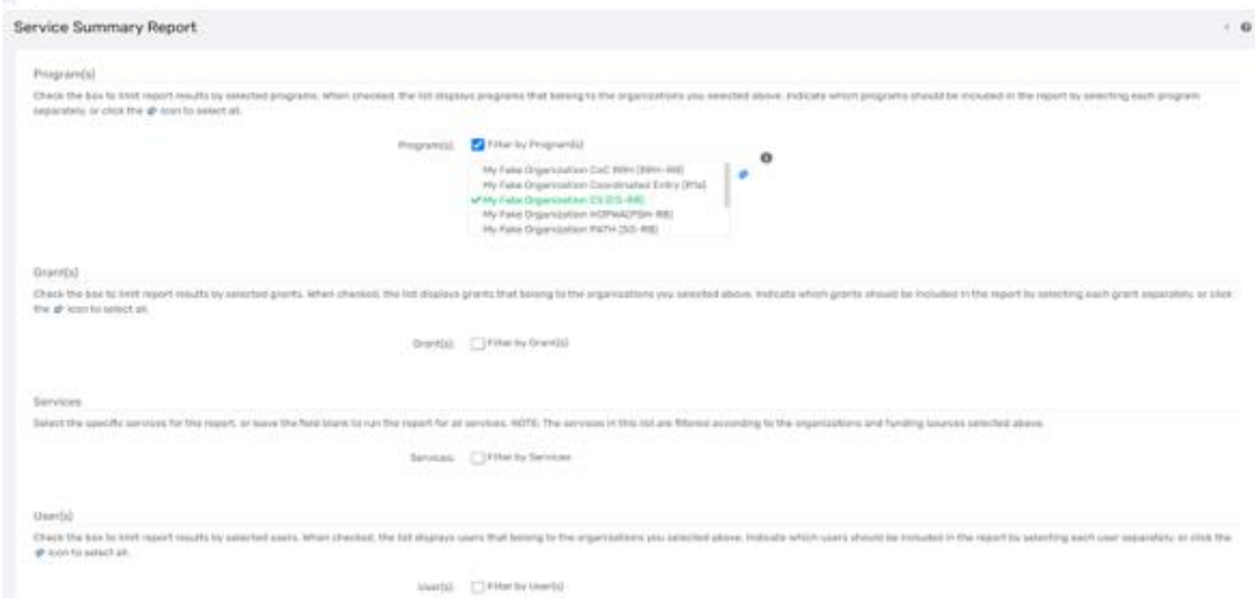


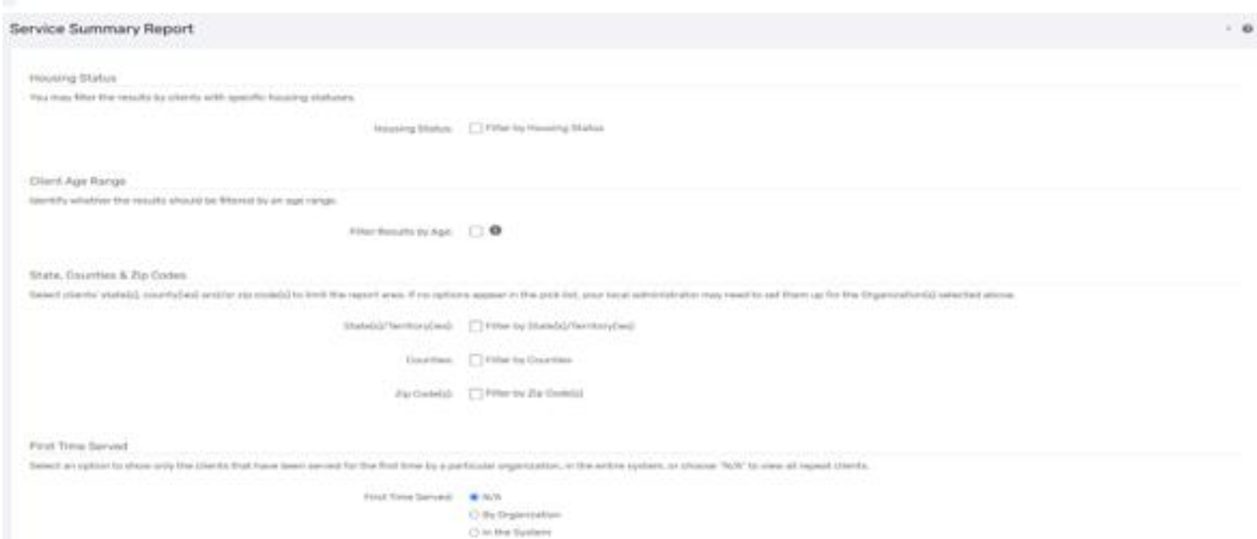
- Click on the **"Service Reports"** feature found in the menu on the left-hand side of the screen
- Click on the **"Service Summary"** option that appears first in the list of **"Service Reports."**

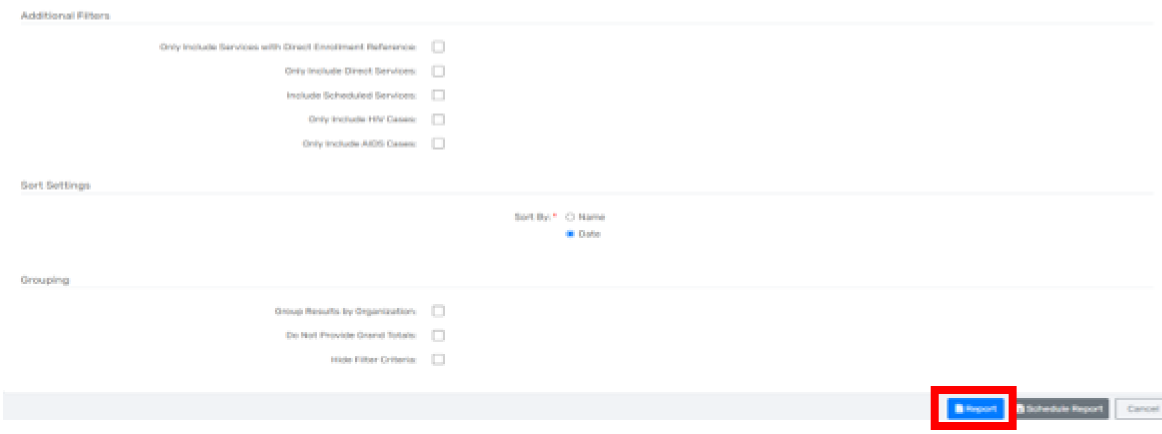


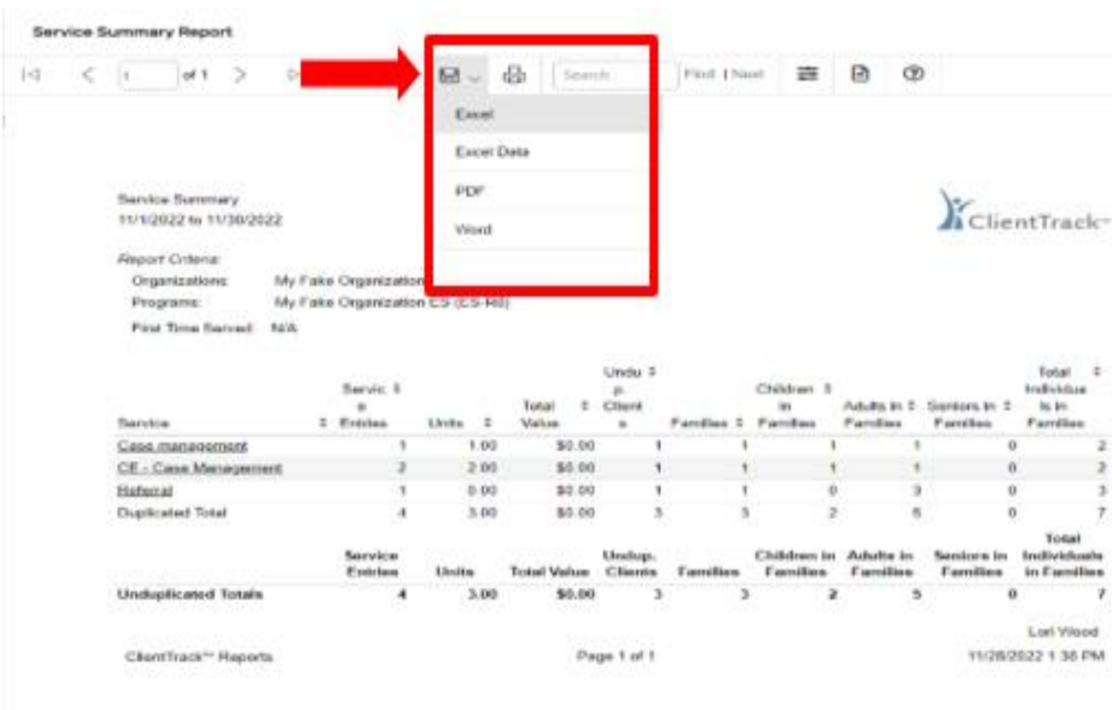
- Set up your report parameters by: *(Please note that all fields with an asterisk * are required fields)*
  - **Complete the date range** – There are a couple of options for setting the date range. You can select from the **"Predefined Date Range,"** though this may not provide you the exact dates you need. You can fill in the dates found below this labeled **"Between."** The first date box is the beginning date, and the second date box is the ending date, for example, 01/01/2016 and 12/31/2016. This will give you all the clients in your program for the entire year of 2016.
  - **Filter by "Programs"** – Select the **"Program"** you want to run a Service Summary for by clicking on the name in the box. A green check mark should appear to show that you have successfully selected a program. You can run multiple programs on the same report. Simply select more than one **"Program"** by clicking on the name in the box. Again, you will see the green check mark to indicate you have selected it. To deselect a program, simply click on it again and you will see the green check mark disappear.
  - **Filter by Services, User(s), Housing Status, Results by Age, State(s), Counties, Zip Code(s) and more** – Select a variety of parameters to extract more specific service data from clients your organization has served. Most of these selections will allow you to select more than one option in the box. Again, simply click on the option in the box and a green check mark will appear. To deselect an option, click on it again and you will see the green check mark disappear.
  - Click on the **"Report"** button found in the bottom right-hand corner of the screen. You should see your Service Summary Report pop up in a new window within seconds. You can export your report to a pdf file for email transmission or record-keeping by clicking on the pdf icon in the upper right-hand corner of the report window.


Service Summary Report
Saved Report Settings
Date Range
Organization(s)


Service Summary Report
Program(s)
Grant(s)
Services
User(s)


Service Summary Report
Housing Status
Client Age Range
State, Counties & Zip Codes
First Time Served



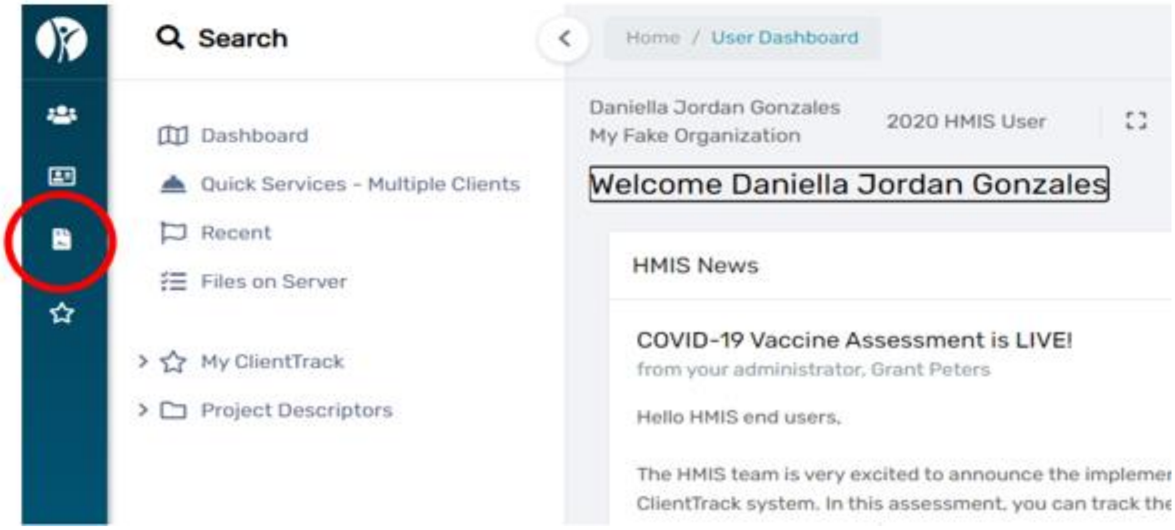


ANNUAL PERFORMANCE REPORT (APR) OR CONSOLIDATED ANNUAL PERFORMANCE AND EVALUATION REPORT (CAPER)

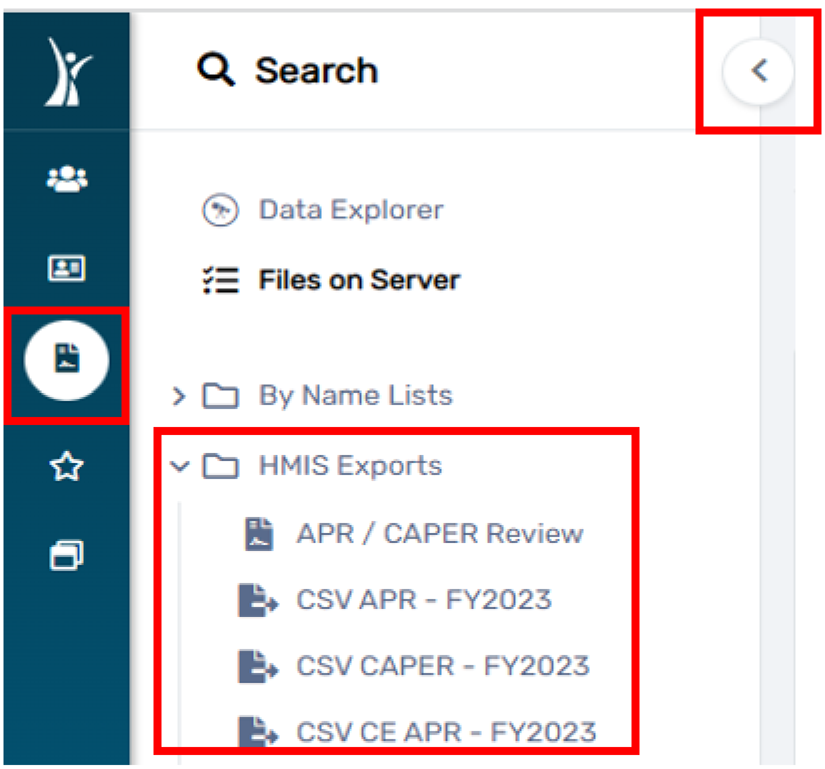
The APR is a comprehensive report of your program – who you served and how you served them. It is recommended that you run an APR often throughout the year to track missing data so that your report is complete when it is time for the annual submission. Here are quick steps to running the report and cleaning up missing data.

To Run an APR or CAPER:

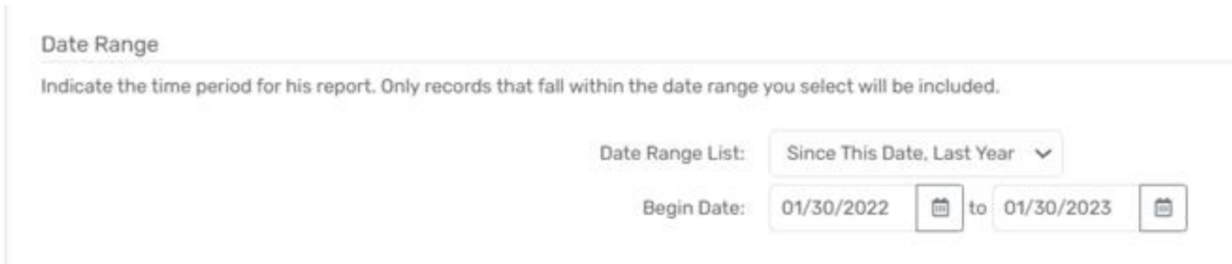
1. Login under **"2020 HMIS User"** and click on the file icon on the left-hand side menu as shown below to access the "**Reports".**



2. Once in the "Reports" workspace, click **HMIS Exports** from the white left-hand side menu as shown below. Make sure the white left-side menu is expanded by clicking on the back arrow at the top. A drop-down menu will appear. Select **"CSV APR -2023"** or **"CSV CAPER – 2023"** as shown below.

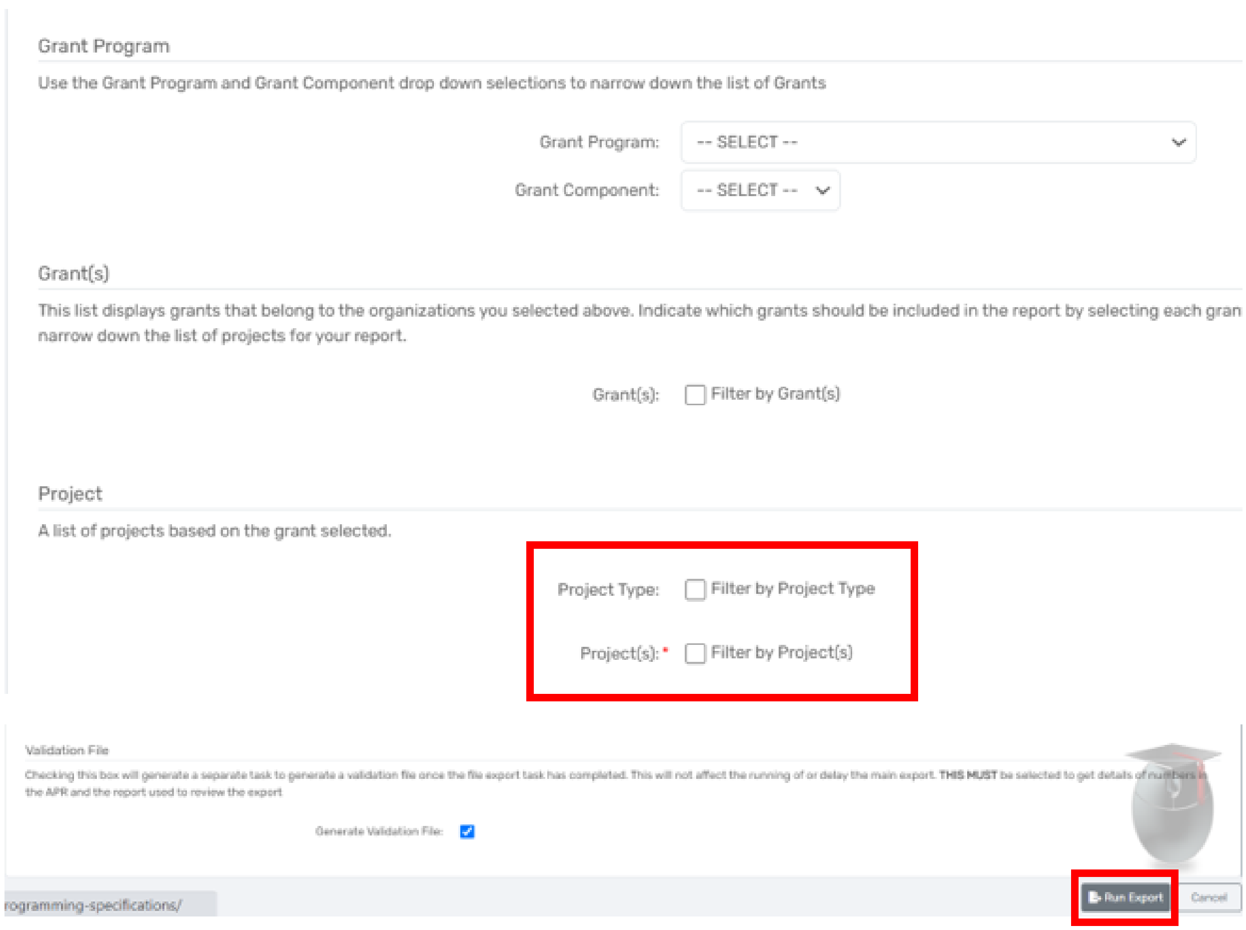


3. Set up your report parameters by: *(Please note that all fields with an asterisk * are required fields)*
   a. **Complete the date range** – There are a couple of options for setting the date range. You can select from the **"Predefined Date Range,"** though this may not provide you the exact dates you need. You can fill in the dates found below this labeled **"Between."** The first date box is the beginning date, and the second date box is the ending date, for example, 01/01/2016 and 12/31/2016. This will give you all the clients in your program for the entire year of 2016.



<u>Leave the "Grant Program" and "Grant(s)" section blank.</u> Select the "**Project Type" and "Project (Name)"** for the export. Also select **"Generate Validation File"** by clicking on the checkbox. A check mark should appear when this option is selected successfully

b. **Select the "Project Type"-** Select a project type with the drop-down list that appears. You may only select one "Project Type" at a time. Please note that Project Type and Program must be selected to populate the final measurement on Q.36 of the report. You can run your report without selecting "Project Type" and "Program," but the measurement on the last page will not populate data.



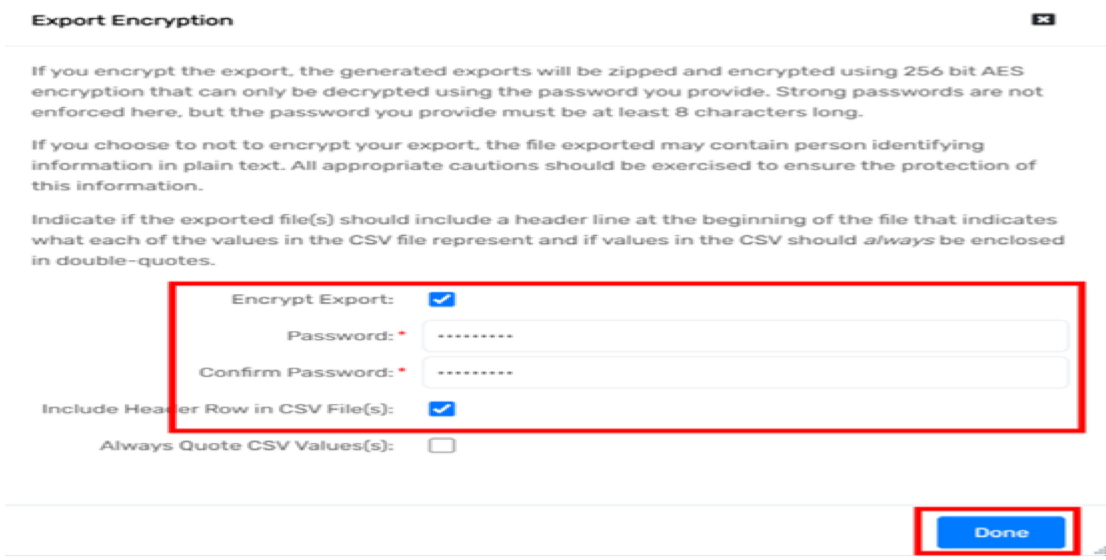
c. **Filter by "Program(s)"** - Click on the name in the box and a green check mark will appear to show that you have successfully selected it. Multiple programs can be selected here as well like the "Grant" parameter. You can deselect a program by clicking on it again and the green check mark will disappear.

d. **Validation File** – Click on "Generate Validation File" to enable you to export and drill down the date

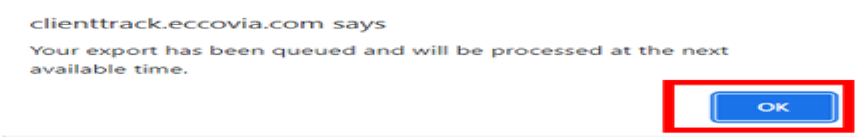
4. Click on **"Run Export"** in the bottom right-hand corner to begin the data export for your program.

Accessing Export Files and Report Preparation

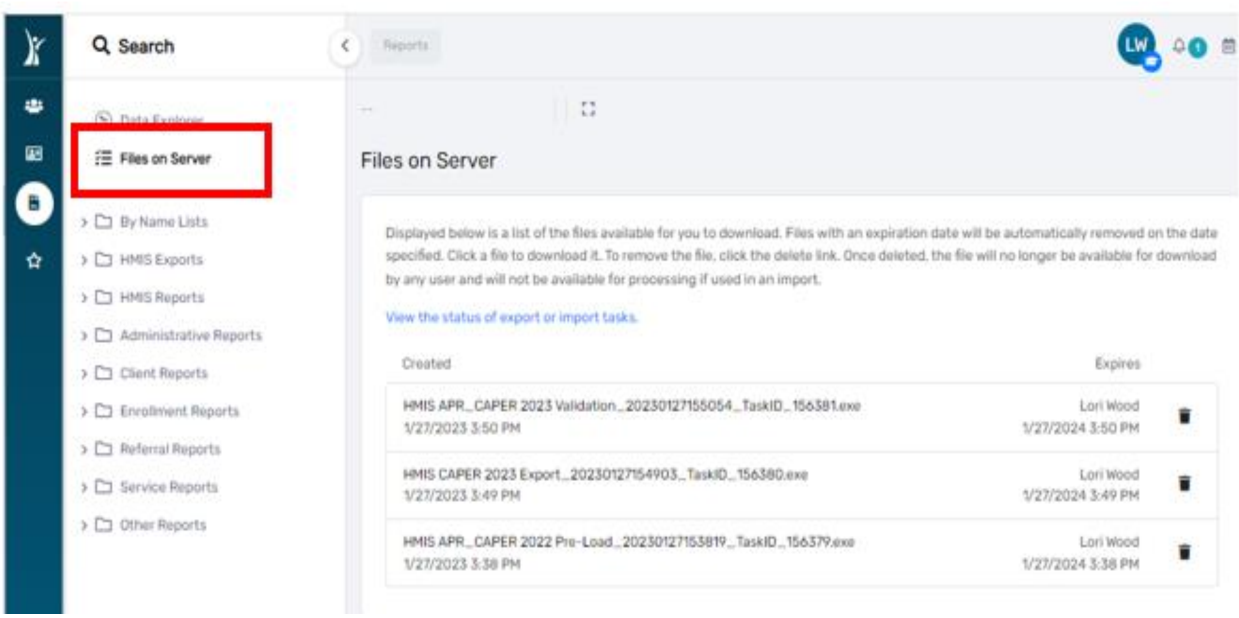
5. An **"Export Encryption"** window will appear where you set the **"Password"** to protect the files. Enter a password and click **"Done"** to continue with the export



6. A pop-up will appear **"Your export has been queued and will be processed at the next available time."** Click **"OK"**



7. **NOTE:** It takes approximately 20 – 30 minutes for the report to load. To check the status of your report, click **"Files on Server"**.



8. The report is ready once three separate files are displayed as indicated in the screenshot below. The following files will appear on the **"Files on Server"** screen once your report is ready.

   a. **For CAPERs:**
   - **HMIS APR CAPER 2023 Validation file**
   - **HMIS CAPER 2023 Export file**
   - **HMIS APR CAPER 2023 Pre-Load file**

   b. **For APRs:**
   - **HMIS APR CAPER 2023 Validation file**
   - **HMIS APR 2023 Export file**
   - **HMIS APR CAPER 2023 Pre-Load file**

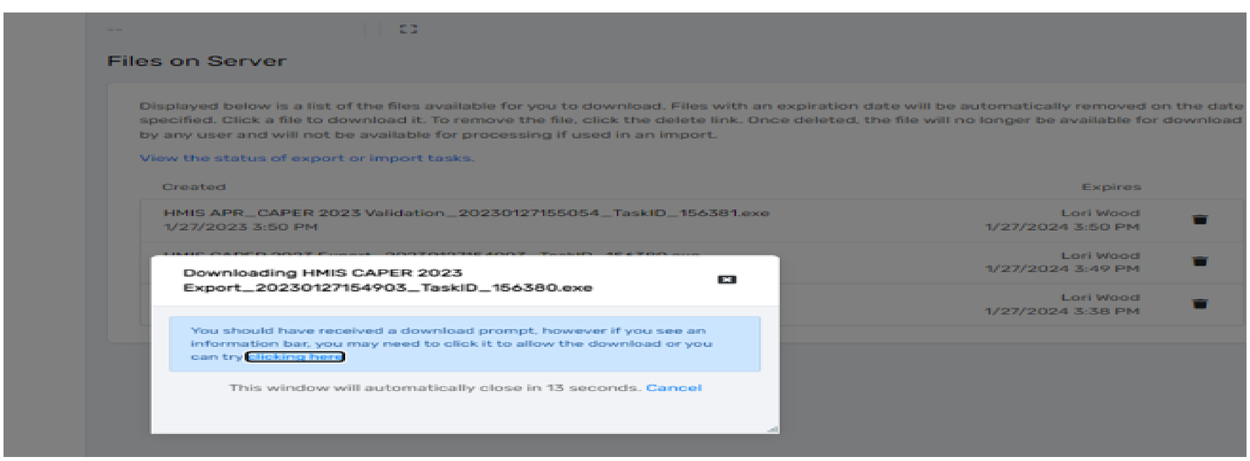
9. Next, click anywhere on **"HMIS APR 2023 Export"** file if running an **APR** as shown in the image below.

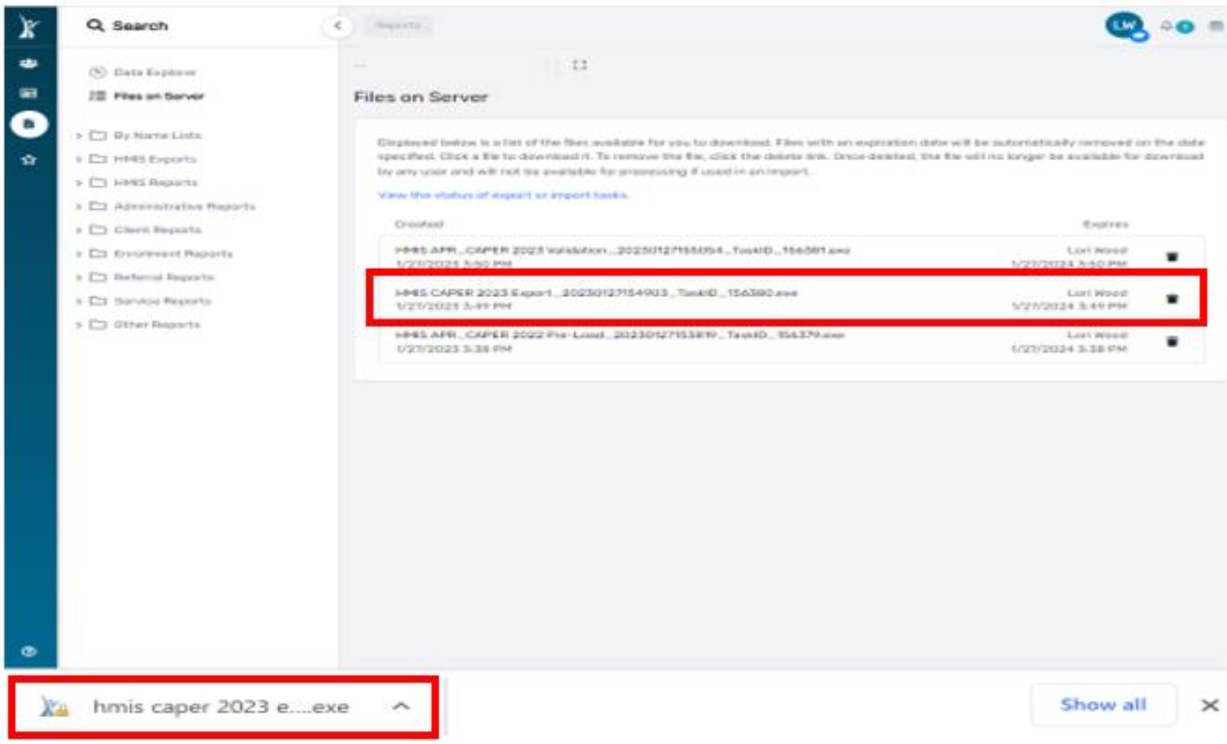
CAPER: You will download, compress, and upload the "HMIS CAPER 2023 Export" file to SAGE.

APR: You will download, compress, and upload the "HMIS APR 2023 Export" file to SAGE.

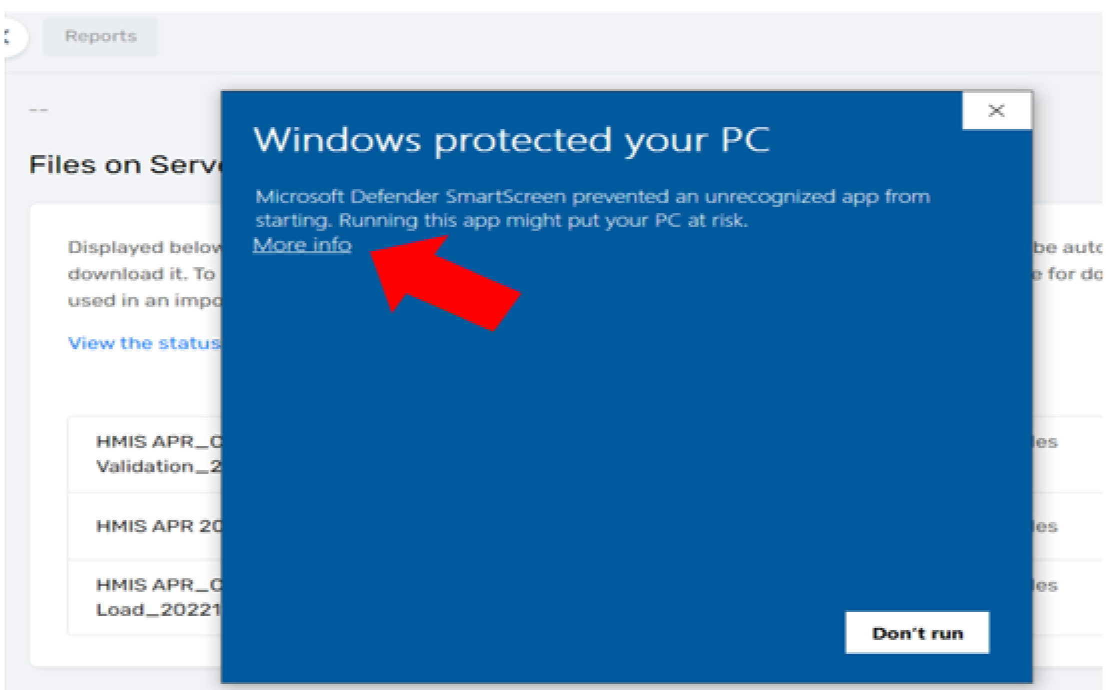
IMPORTANT NOTE: ***SAGE WILL NOT ACCEPT THE "VALIDATION OR PRE-LOAD" FILE. YOU MUST DOWNLOAD, ZIP (COMPRESS), THEN UPLOAD THE "EXPORT FILE" IN SAGE.***

10. After clicking on **"HMIS APR 2023 Export"** file, your screen will display the window shown below. The downloaded file is now visible in the lower left corner of the screen. Right click on the file and select **"Open or Open when done"** as shown below.

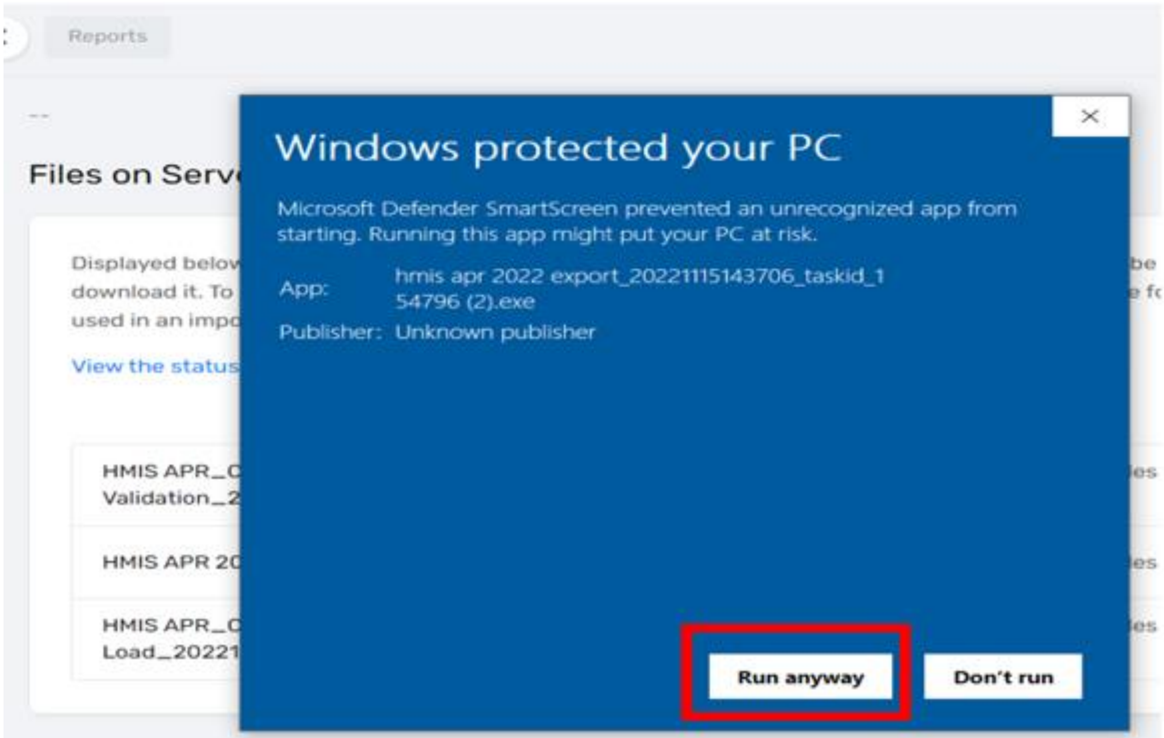




11. You may receive the message below. Please click on **<u>"More info"</u>**

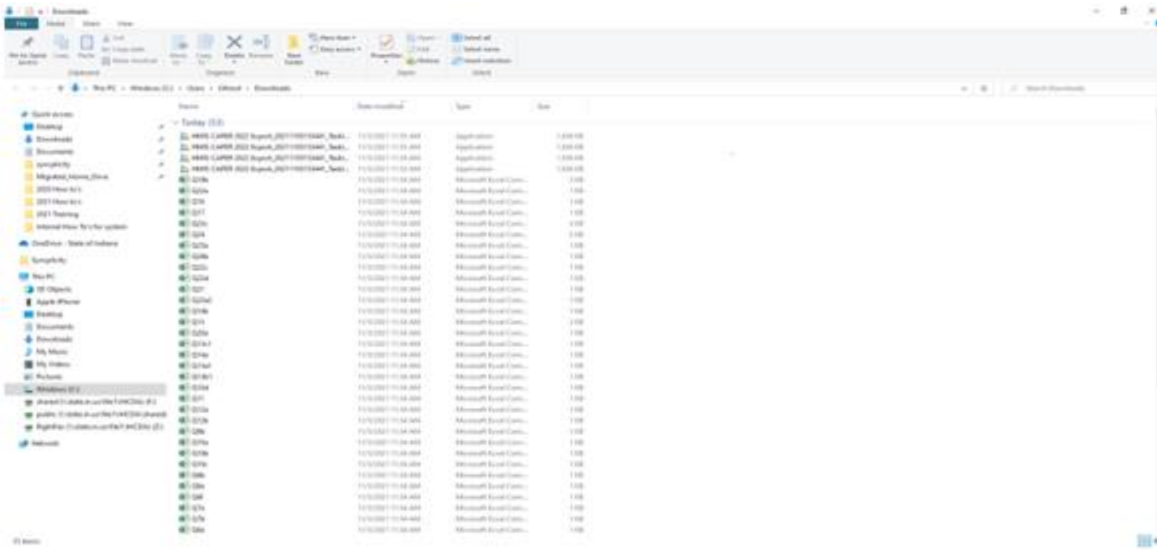


12. Next, click the **"Run anyway"** option as seen below

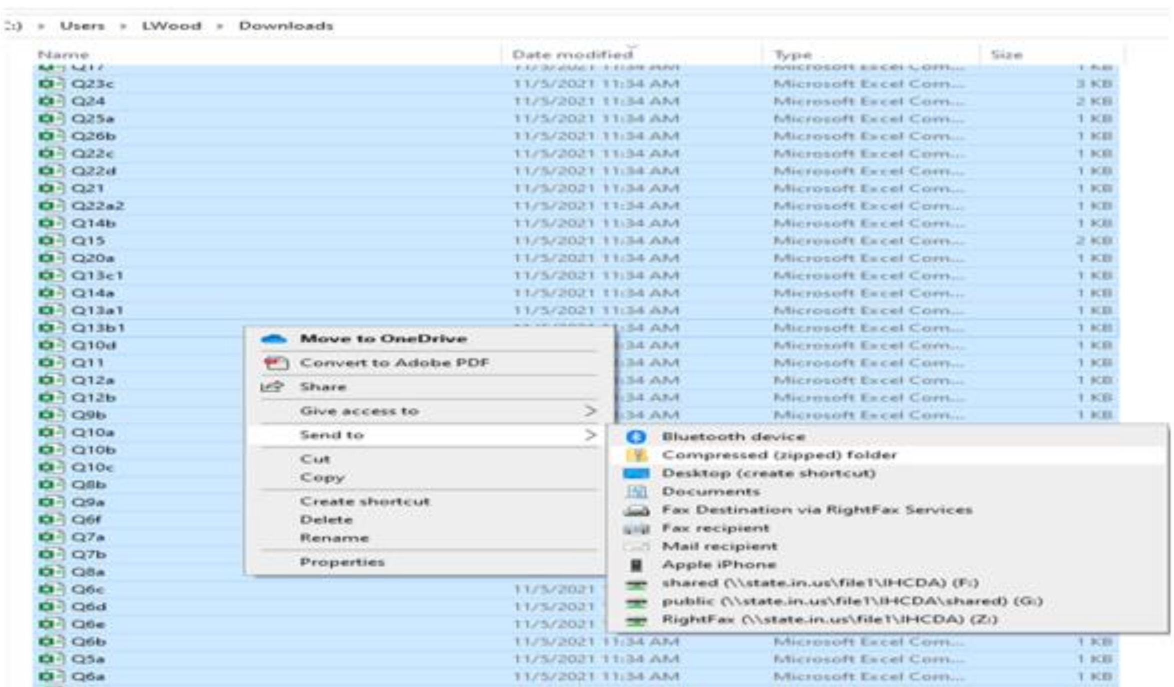


13. Enter the password you created during **Step 4** of this guide, click the check box **"I assume responsibility for the security of the extracted file(s)"**, then select **"Extract"**

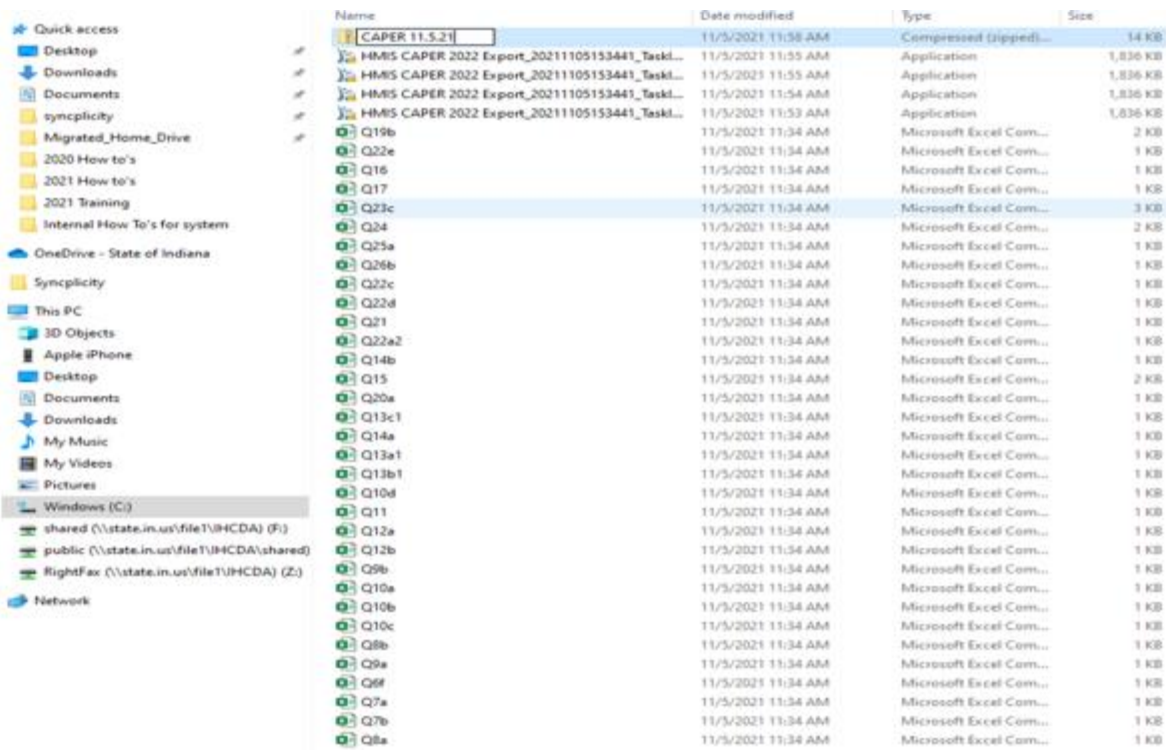
14. The files will download to your computer as seen below.



15. Click on the first **“Q”** file and hold down the shift key while using your “arrow down” key to highlight all the **“Q”** labeled report files. Next, right click and select the **“Send to” “Compressed (zipped) folder”**



16. The **“zipped”** folder will appear on your screen. Enter the name of your report for the **“zipped”** folder.



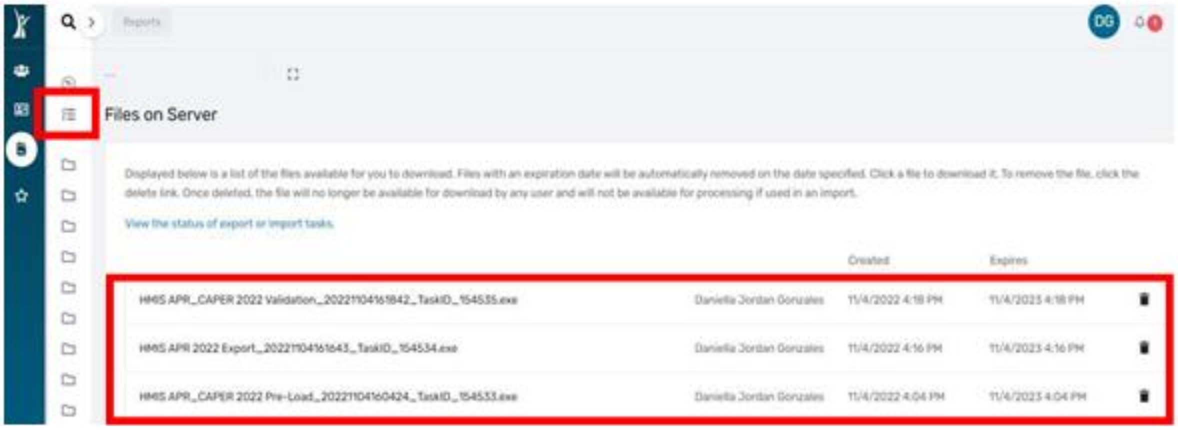
17. Next, delete the individual **"Q"** files still showing in the **"download"** files on your computer. You only need to keep the **"zipped"** folder for upload to SAGE.

APR/CAPER REVIEW TOOL

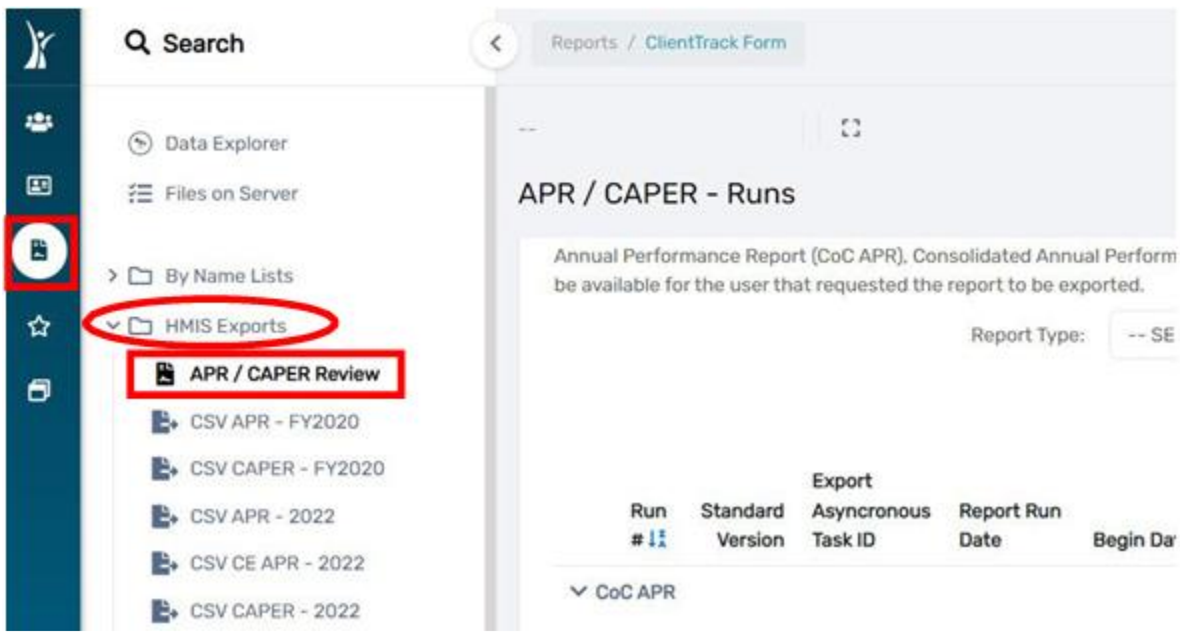
1. Please use the **"APR/CAPER Review"** tool for identifying errors on the **APR** and/or **CAPER**

2. To use the **"APR/CAPER Review"**:
   a. Run the **"APR/CAPER"** report using the **"APR/CAPER Export Quick Reference Guide"**
   b. Verify that your **APR** or **CAPER** has three separate files displayed by selecting the **"Files on Server"** icon that looks like a checklist, as shown in the image below. The three required files are:

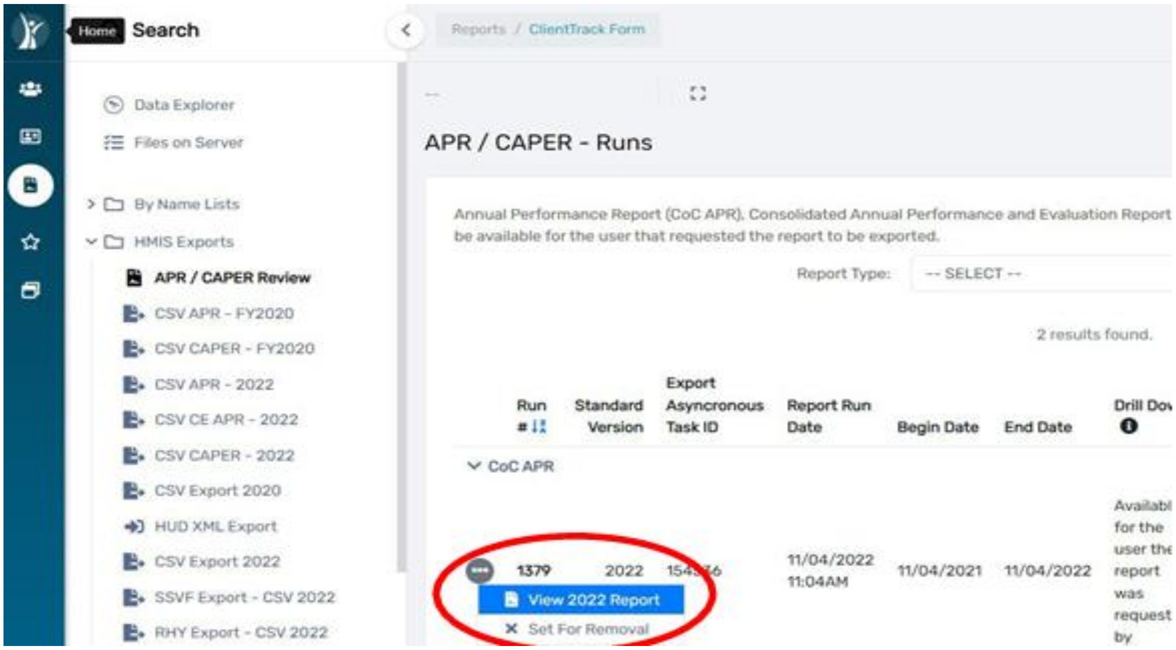
      HMIS APR CAPER 2022 Validation
      HMIS CAPER 2022 Export
      HMIS APR CAPER 2022 Pre-Load



3. Once the three files are displayed on your screen, go to the “Report” icon that looks like a document, right above the “star” icon on the left-side blue menu as shown in the image below.
4. Select **“HMIS Exports”, which is the second file icon on the left-side white menu** located in the menu on the left side of the screen.
5. Next, select **“APR/CAPER Review”** (located below the **“HMIS Exports”** tab), this is the first option.

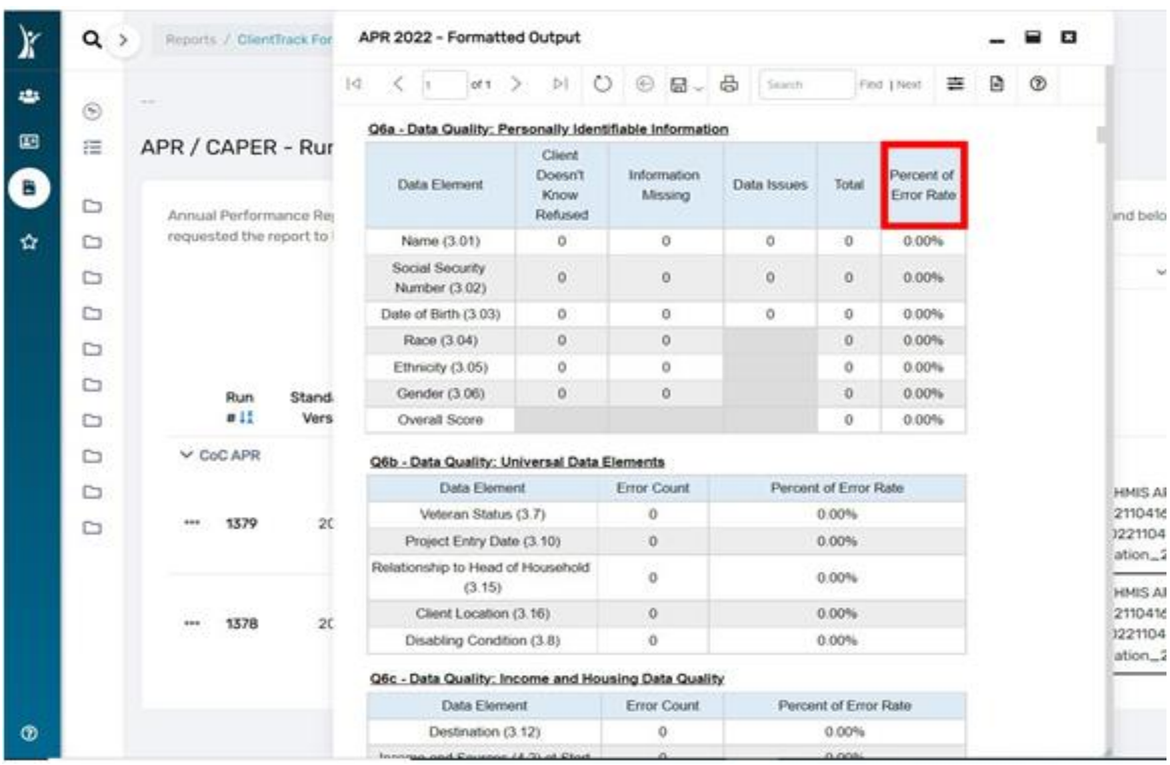


6. Next, click on the **“three dots”** to the left of the file as indicated in the below screenshot, then, click **“View 2022 Report”**



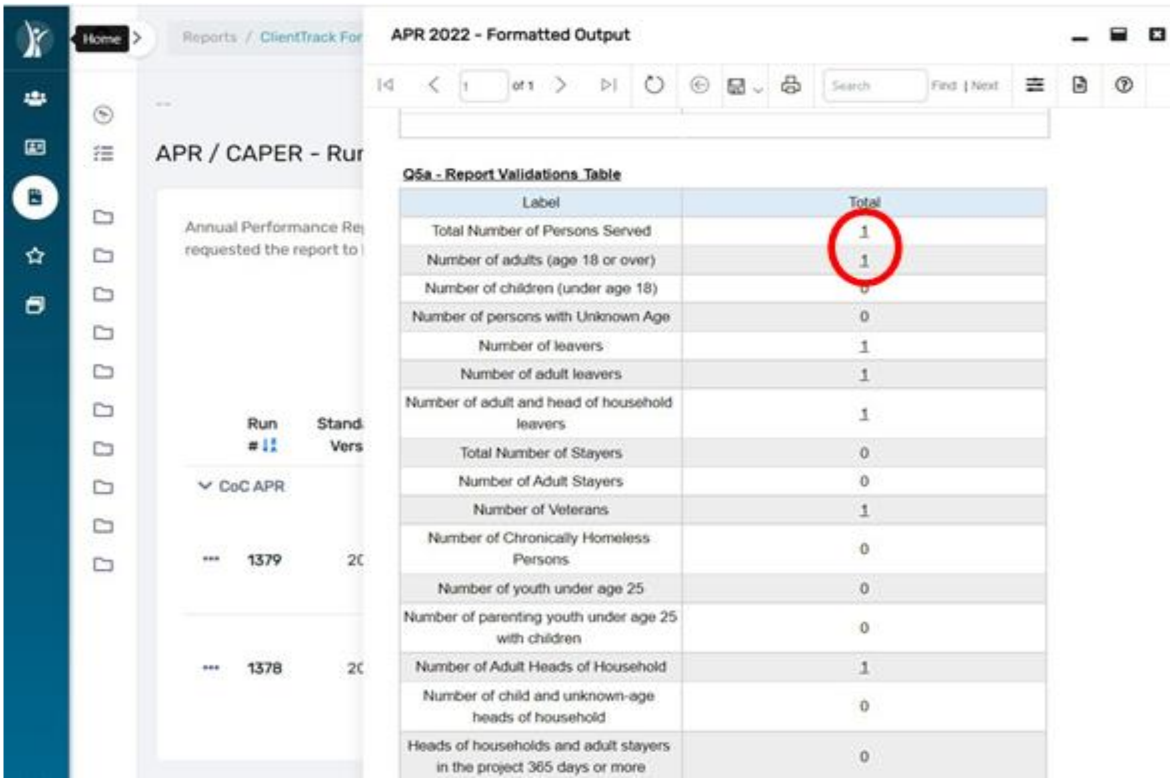
7. A PDF of the APR/CAPER will display on the screen. Scroll down to view each of the **"Q#'s"** (questions) in the report.

8. Identify all data points with error rates greater than 5% in the **"Percent of Error Rate"** column. In the screenshot below, all the error rates are 0%. However, if the error rate was greater than 0%, you would see it as well as the count of people triggering that error, which will appear as an underlined number.

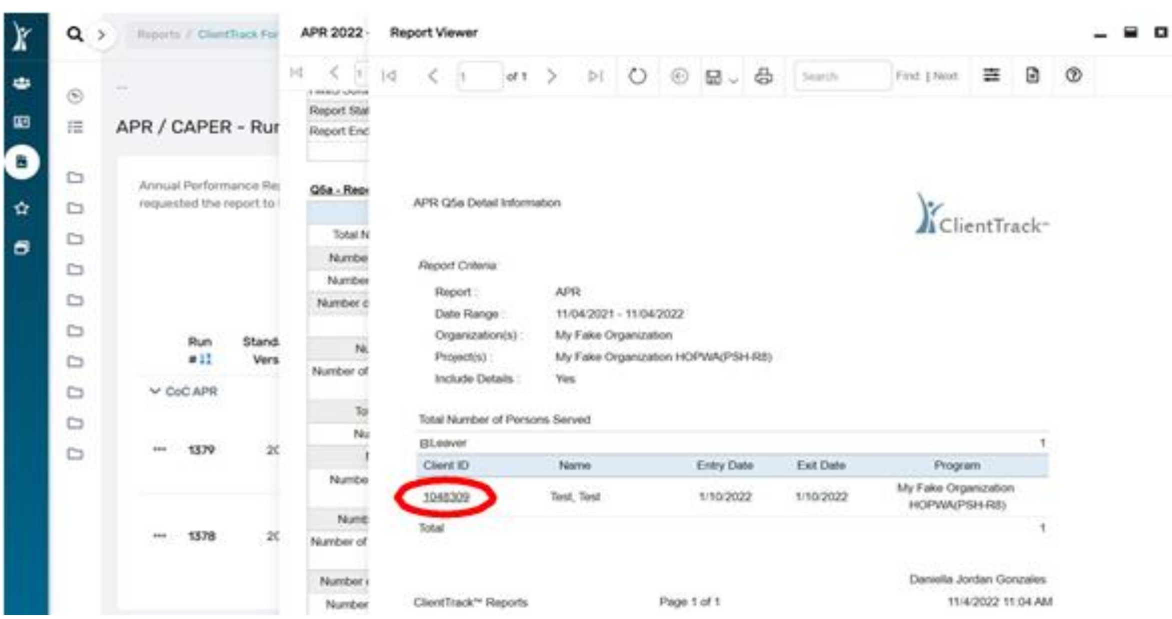


9. To drill down to client level data, click on the **"Q#"** you need to review.

Click on **"<u>Q6b – Data Quality: Universal Data Elements</u>"** on the PDF ***OR you can also click on any of the underlined numbers displayed in the report which will open a new PDF which displays the client information.***



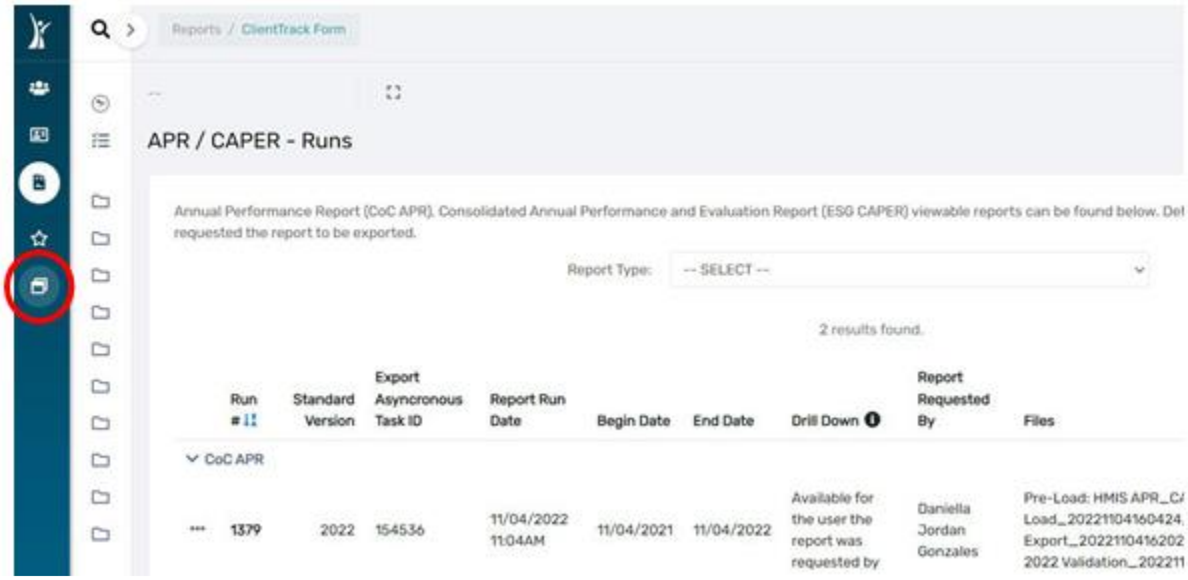
10. An additional PDF will appear on the screen



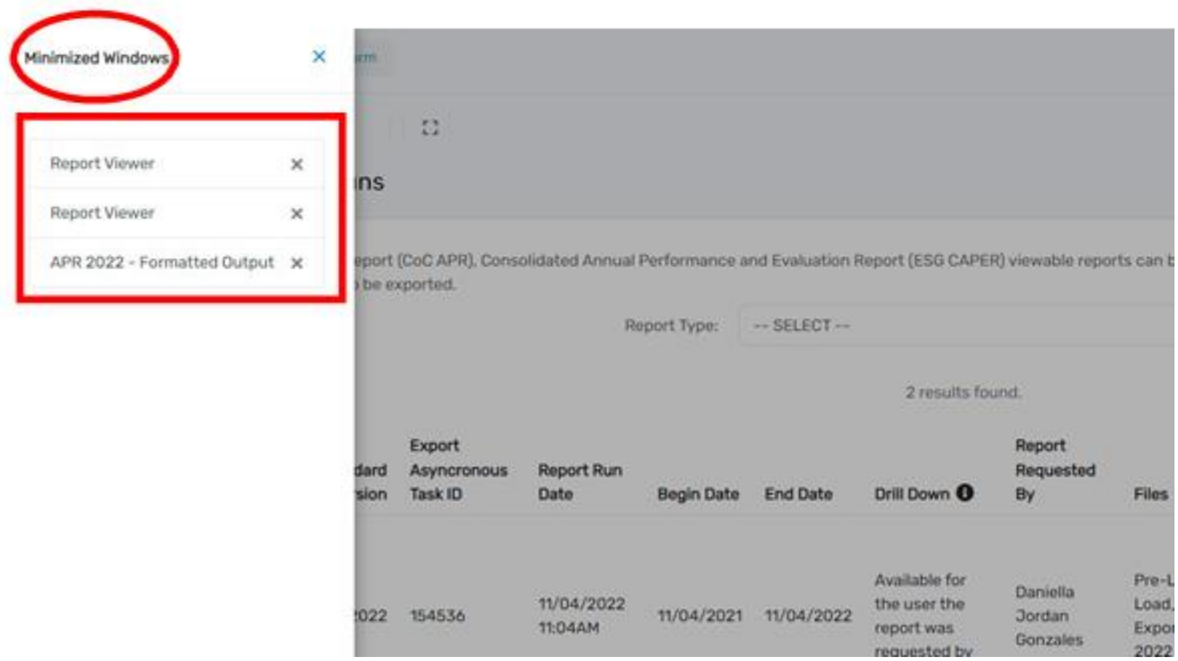
11. You can now click on the **"Client ID#"** which will take you directly to the Client's Dashboard, as shown in the screenshot above.
12. To minimize the PDFs on your screen, select the **"minimize"** option on the PDF. The PDF will move to the

"Minimized Windows" option located below the star icon on the left of your screen on the blue menu.

a. To reopen the **"Hidden" PDFs,** click **on the "Minimized Windows" icon** and select the report(s) you want to expand from the pop-up window.



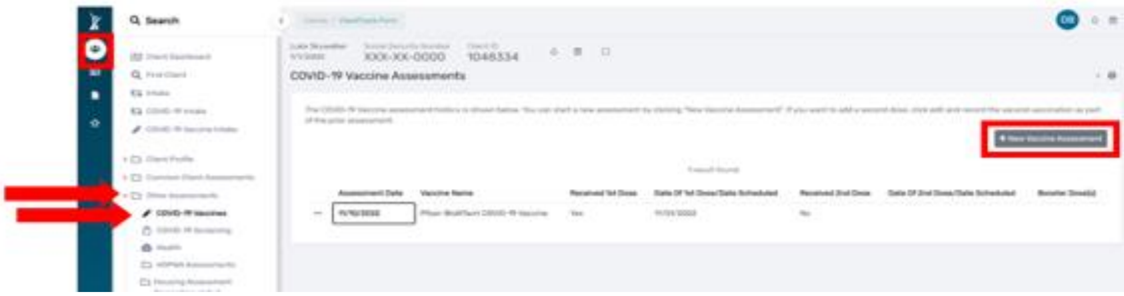
13. You will then be able to see a fly out window that says, **"Minimized Windows"** and a list of your minimized windows that you can click to make them pop-out again



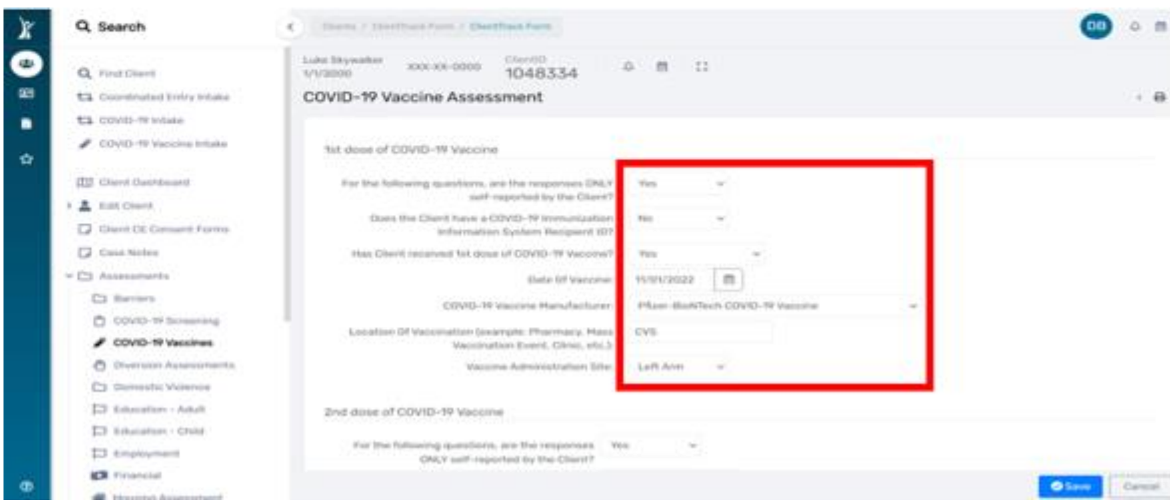
14. Next, make the necessary corrections/updates to the client's record.
15. Repeat the above steps for all data points with error rates greater than 5%.
16. ***The final step is to run a new APR or CAPER to ensure the errors rates are reduced following the corrections/updates made to the client records.***

ClientTrack has created an assessment for communities to collect data related to COVID-19 vaccinations. Communities should enter data related to client vaccination status, dates of vaccinations, manufacturer of vaccine, and information on why some clients may opt out of receiving the vaccine.

1. To add a vaccine assessment to a client record, go to an existing client record under the **"Other Assessments"** menu and click on **"COVID-19 Vaccines"**. Then select **"New Vaccine Assessment"** in the upper right-hand corner to create a new record.



2. Follow the provided prompts to enter the requested information (date of immunization, manufacture, administration site, etc.). Menus will drop down to enter information for the 2nd dose as well as booster shots if those options are selected.



3. Once all information is entered, click **"Save"** to complete the Vaccine Assessment.