

January 31, 2023



## DV CLIENTTRACK USER MANUAL

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

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## 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:

### CONTACTS

- IHCDA staff list and contact information
- DV ClientTrack help desk information

### SECURITY POLICIES & PROCEDURES

- Computer storage
- Username and password

### OVERVIEW OF CLIENTTRACK FEATURES

- User dashboard
- Client dashboard
- Case management tools
- Household members

### MANAGEMENT OF CLIENT INFORMATION AND PROGRAM ENROLLMENTS

- Intake workflow
- Services
- Case notes
- Update/Annual Assessment
- Exit workflow
- Managing providers

### BASIC REPORTS

- Service Summary
- Annual Performance Report (APR)
- Consolidated Annual Performance and Evaluation Report (CAPER)
- Universal Data Quality Report

## CONTACTS

### STAFF

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#### Daniella Jordan-Gonzales

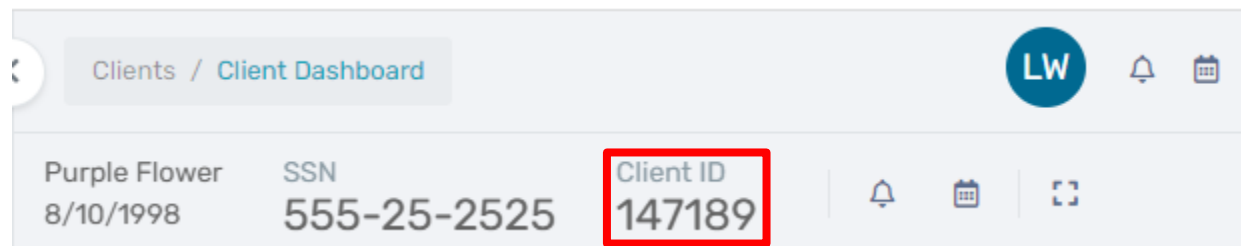
HMIS Data Analyst

317.232.8273

[Djordan@ihcda.in.gov](mailto:Djordan@ihcda.in.gov)

### 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](mailto: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.

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### 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/>

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### 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](mailto:DVHelpDesk@ihcda.IN.gov) and someone will assist you.

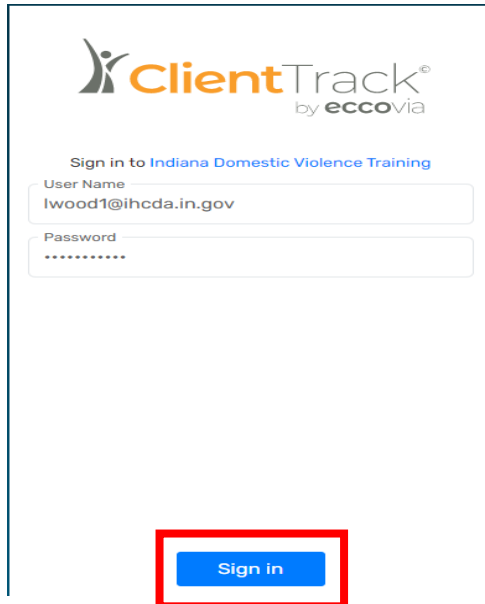
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### LOGGING INTO THE SYSTEM

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.



ClientTrack<sup>®</sup>  
by eccovia

Sign in to **Indiana Domestic Violence Training**

User Name  
lwood1@ihcda.in.gov

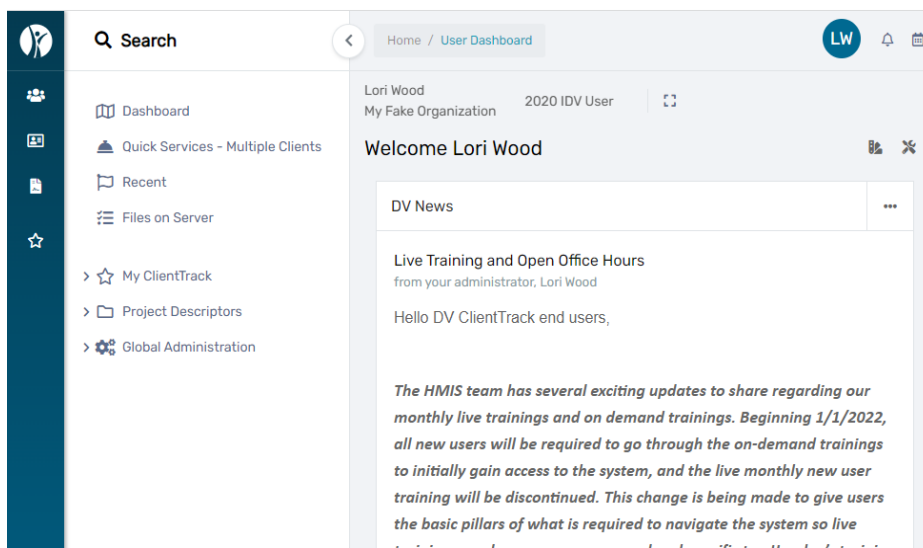
Password  
\*\*\*\*\*

Sign in

## 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.



Search

Home / User Dashboard

LW

Lori Wood  
My Fake Organization 2020 IDV User

Welcome Lori Wood

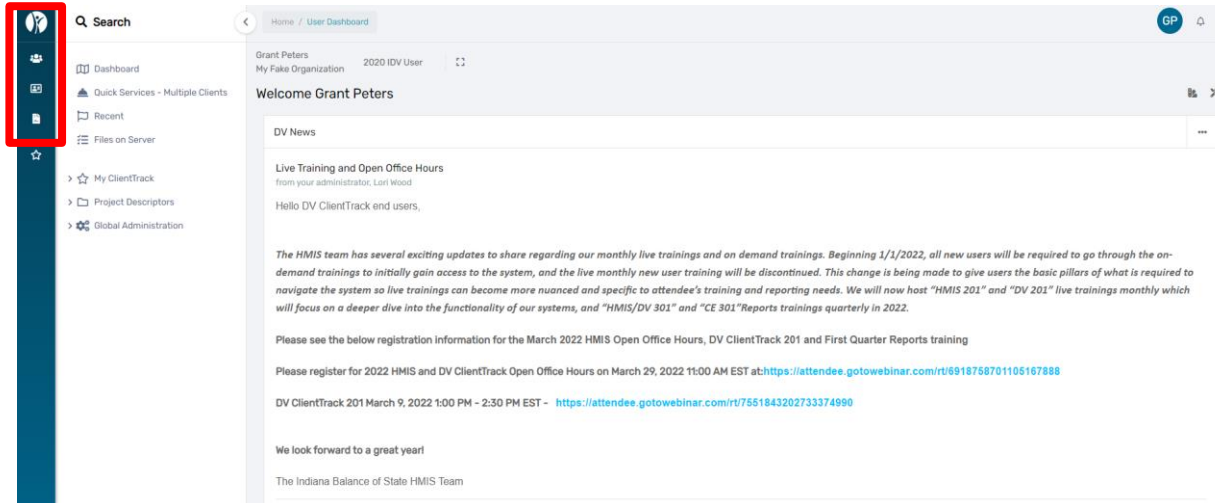
DV News

Live Training and Open Office Hours  
from your administrator, Lori Wood

Hello DV ClientTrack end users,

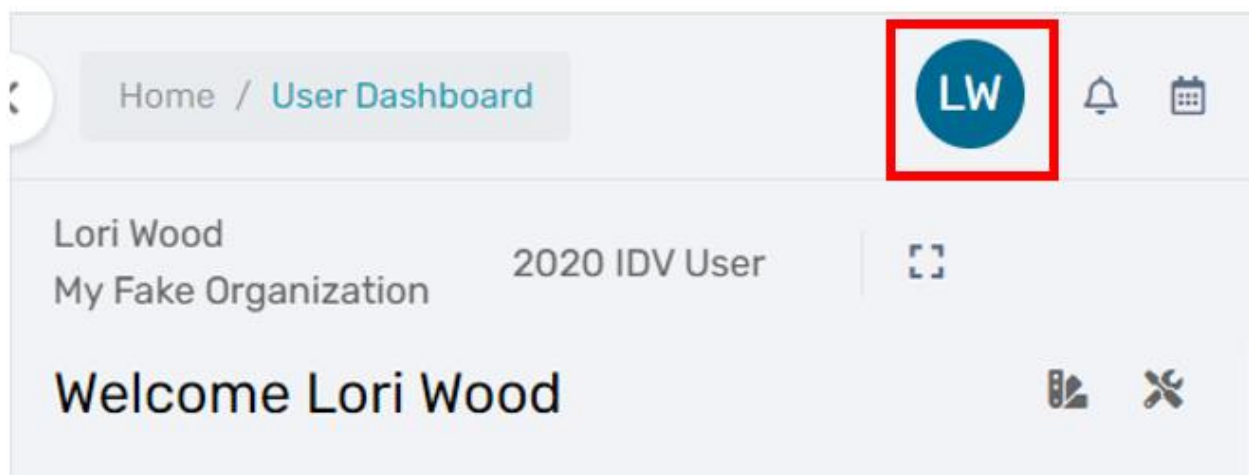
*The HMIS team has several exciting updates to share regarding our monthly live trainings and on demand trainings. Beginning 1/1/2022, all new users will be required to go through the on-demand trainings to initially gain access to the system, and the live monthly new user training will be discontinued. This change is being made to give users the basic pillars of what is required to navigate the system so live trainings can become more nuanced and specific to attendee's training*

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.**






**Settings** ✕

---

**PROFILE**



**Grant Peters**  
gpeters@ihcda.in.gov  
Indiana Domestic Violence Training

[Sign Out](#)

**ACCOUNT SETTINGS**

**Workgroup**

2020 IDV User⌵

**Organization**


My Fake Organization⌵





**Location**

⌵

Apply

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.”**

Q Search⌵



Dashboard⌵

Quick Services - Multiple Clients⌵

Recent⌵

Files on Server⌵

⌵ ☆ My ClientTrack⌵

Case Load⌵

My Information⌵

Recent Case Notes⌵

My Team⌵

Change My Password⌵

Paused Operations⌵

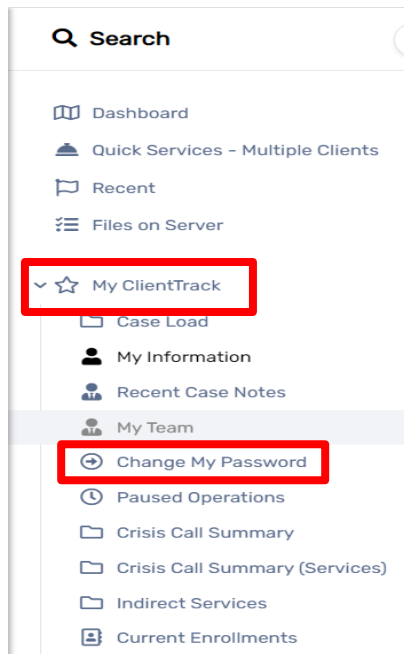
Crisis Call Summary⌵

Crisis Call Summary (Services)⌵


Indirect Services⌵

Current Enrollments⌵

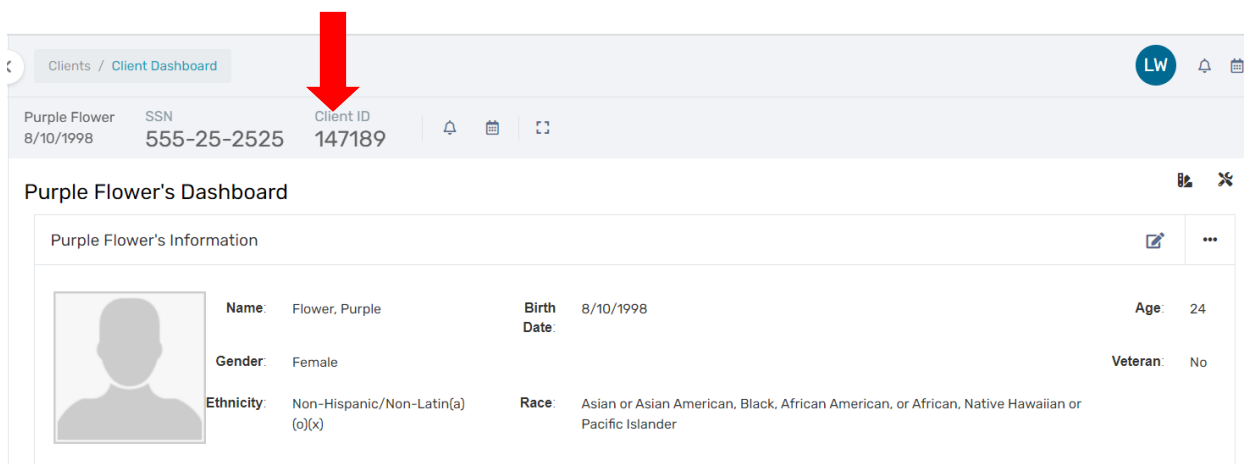
You can change your password with the **“Change My Password”** link by clicking on **“My ClientTrack.”** All the tools are designed to maximize your time and grant you easy access to your cases.




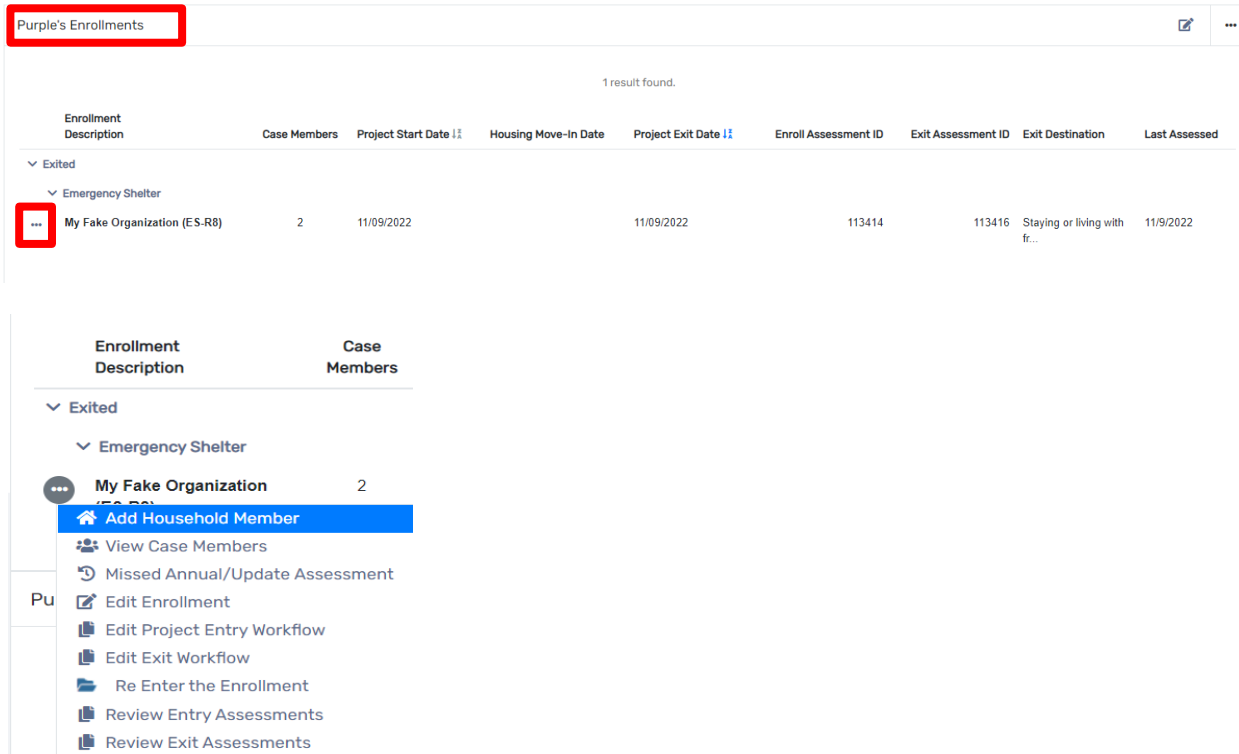
## CLIENT DASHBOARD

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:





The screenshot shows the 'Purple's Enrollments' section. At the top, there is a search bar and a '1 result found.' indicator. Below is a table with columns: Enrollment Description, Case Members, Project Start Date, Housing Move-In Date, Project Exit Date, Enroll Assessment ID, Exit Assessment ID, Exit Destination, and Last Assessed. One enrollment is listed under 'Emergency Shelter' with the description 'My Fake Organization (ES-R8)', 2 case members, and a start date of 11/09/2022. A red box highlights the three-dot action icon next to this enrollment. Below the table, a dropdown menu is open, listing various actions: Add Household Member (highlighted in blue), View Case Members, Missed Annual/Update Assessment, Edit Enrollment, Edit Project Entry Workflow, Edit Exit Workflow, Re Enter the Enrollment, Review Entry Assessments, and Review Exit Assessments.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Exit Assessment ID	Exit Destination	Last Assessed
My Fake Organization (ES-R8)	2	11/09/2022		11/09/2022	113414	113416	Staying or living with fr...	11/9/2022







- **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.







Purple's Case Manager Assignments  ...

2 results found.


	Case Manager	Begin Date 	Status	End Date	Enrollment	All Associated Enrollments
 	Grant Peters	11/09/2022	Inactive	11/09/2022	My Fake Organization (ES-R8)	
 	Lori Wood	11/09/2022	Inactive	11/09/2022	My Fake Organization (ES-R8)	

Tiffany's Services  ...







No records found.

Assessment ID 	Date 	Service 	Units 	\$ Total 	Organization 
---	--	---	---	--	--

- 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**”.

Purple's Services  ...

2 results found.

	Assessment ID 	Date 	Service	Units	\$ Total	Organization
<div style="border: 1px solid #ccc; padding: 2px;"> <span style="font-size: 0.8em;">November 2022 (2 Services)</span> </div>						
 	113414	11/09/2022	Transportation	1.00	\$0.00	My Fake Organization
 	113414	11/09/2022	Case Management	0.50	\$0.00	My Fake Organization

## 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.

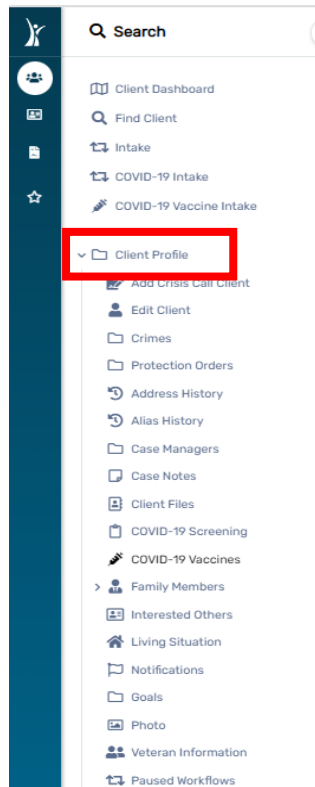
**Client Dashboard** – The overview of the client record

**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.

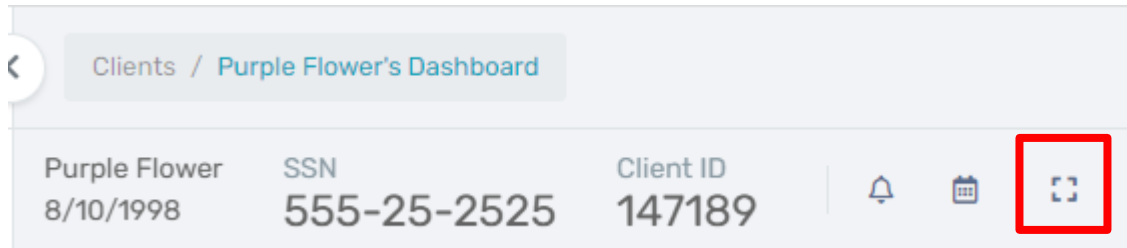
**Photo** – Allows you to upload a client photo to the client DV ClientTrack record.

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

**Paused Workflows** – This feature displays your paused workflows.

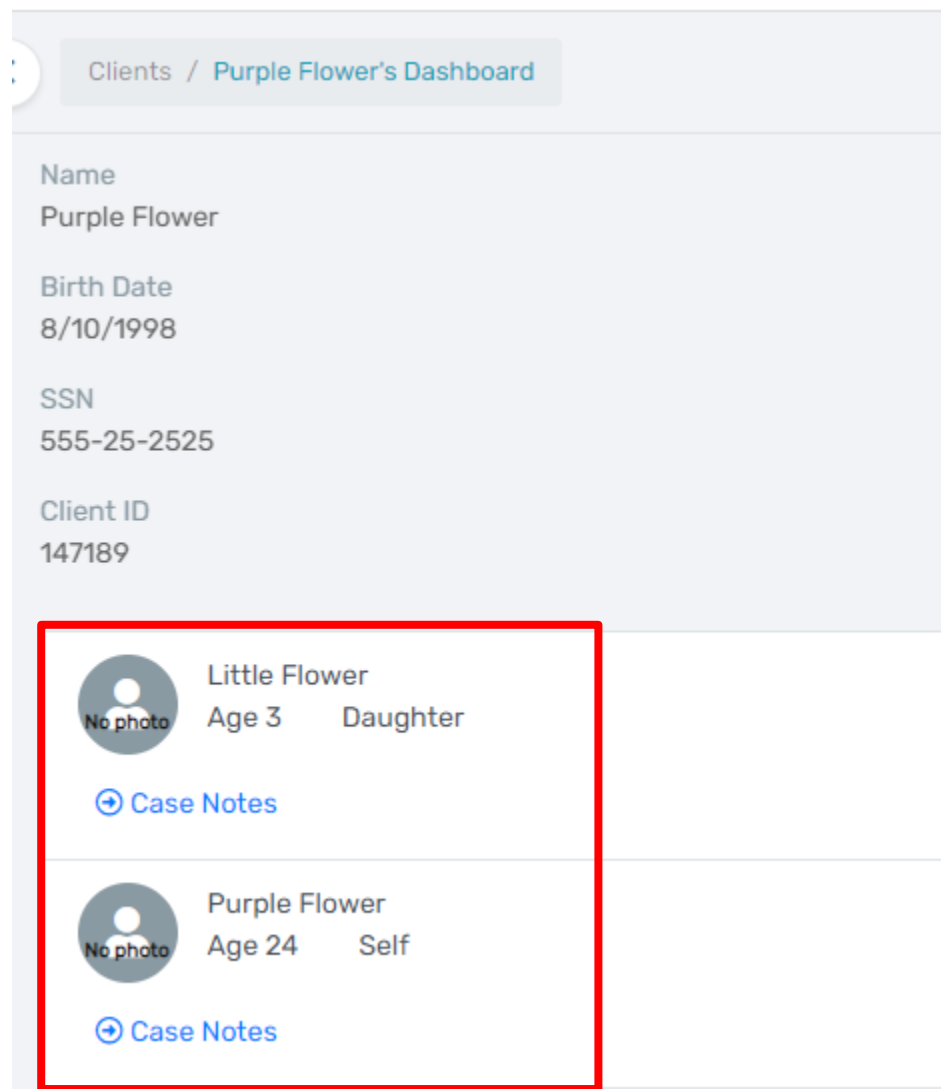
## HOUSEHOLD MEMBERS

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.



Clients / Purple Flower's Dashboard

Purple Flower    SSN    Client ID  
8/10/1998    555-25-2525    147189




Clients / Purple Flower's Dashboard

Name  
Purple Flower


Birth Date  
8/10/1998

SSN  
555-25-2525

Client ID  
147189

 Little Flower  
Age 3    Daughter

[Case Notes](#)

 Purple Flower  
Age 24    Self

[Case Notes](#)

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.**

The screenshot shows the DV ClientTrack interface for a client named Marta Merkel. At the top, there is a search bar and a breadcrumb trail: Clients / Client Dashboard. Below this, the client's information is displayed: Name: Marta Merkel, Social Security Number: 456-78-3920, Client ID: 1048323. To the right of the Client ID is a bell icon. The main content area is titled 'Marta Merkel's Dashboard' and contains two sections: 'Marta Merkel's Information' and 'Marta's Enrollments'. The information section shows a placeholder for a photo and fields for Name, Gender, Birth Date, Ethnicity, and Race. The enrollments section shows a table with 2 results found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Exit Assessment ID	Exit Destination
My Fake Organization Coordinated Entry (R1a)	1	11/07/2022			1971920		

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

Clients / Client Dashboard

Marta Merkel Social Security Number Client ID  
7/28/1989 456-78-3920 1048323

Marta Merkel's Dashboard

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

Clients Notifications

Clients / Client Dashboard

Marta Merkel Social Security Number Client ID  
7/28/1989 456-78-3920 1048323

Marta Merkel's Dashboard

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

Add Notification

Notification

Message: \*

Notification Type: \*  
 Violence  
 No Contact  
 Information

Priority: \*  
 High  
 Medium  
 Low

Begin Date: 11/07/2022 AM  
 End Date: MM/DD/YYYY AM

Status: \* Acknowledged

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)

Save Cancel



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**”.

The screenshot shows a web-based form titled "Add Notification". The form has a header "Notification" and a "Message" field containing "Annual Assessment". Below this are radio buttons for "Notification Type" (Violence, No Contact, Information) with "Information" selected. There are radio buttons for "Priority" (High, Medium, Low) with "High" selected. The "Begin Date" is set to 05/15/2023 at 08:00 AM, and the "End Date" is set to 07/14/2023 at 05:00 AM. A red arrow points to the "Status" dropdown menu, which is currently set to "New/Pending". Below the form is a "Schedule Setup" section with a "Schedule(s)" checkbox. At the bottom right of the form are "Save" and "Cancel" buttons.

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

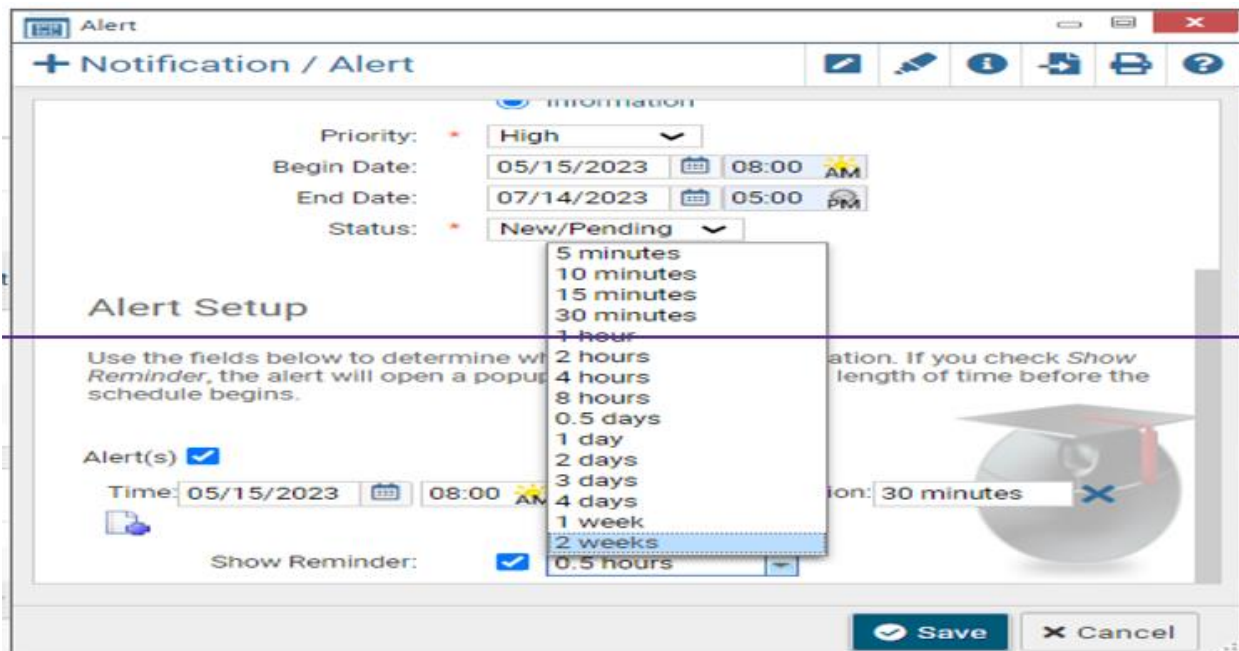
Use the fields below to determine when to show the notification. If you check *Show Reminder*, you'll be alerted with a popup window the specified length of time before it starts.

Schedule(s)

Time:    to  Duration:

+

Show Reminder:



**Add Notification**

**Notification**

Information

Priority:  High  
 Medium  
 Low

Begin Date: 05/15/2023 10:30 AM  
End Date: 07/15/2023 10:30 AM  
Status:  New

**Schedule Setup**  
Use the fields below to determine when you'll be alerted with a popup window that you can dismiss.

Schedule(s)

Time: 05/15/2023 10:30 AM

Show Reminder:  0.5 hours

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**  
0.5 hours

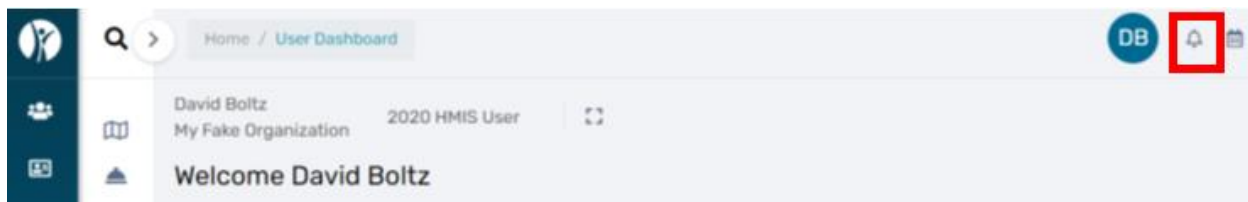
If you check *Show Reminder*, you'll be alerted before it starts.

Duration: 30 minutes

**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.

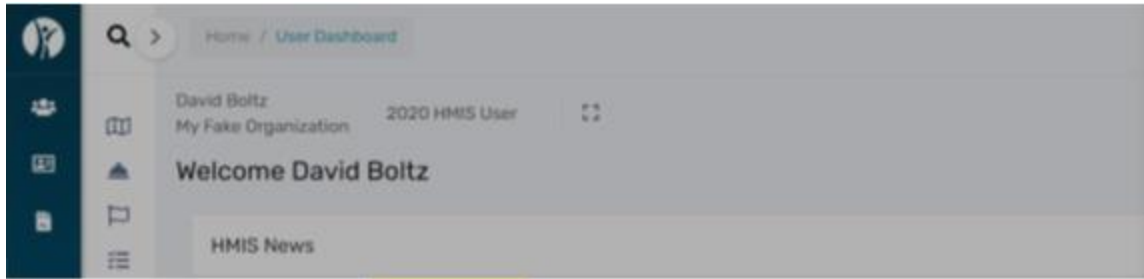


Creating the **“Notification/Alert”** under your user profile will ensure the **“Notification/Alert”** appears as a reminder no matter what Client record you are working in or viewing in the system. Whereas, creating the **“Notification/Alert”** under the Client’s record will only allow the reminder 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.



Your Notifications   

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”**.

**Add Notification**

**Notification**

Message: \* Annual Assessment

Notification Type: \*  Violence  
 No Contact  
 Information

Priority: \*  High  
 Medium  
 Low

Begin Date: 05/15/2023 08:00 AM

End Date: 07/14/2023 05:00 AM

Status: \* New/Pending

**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)

Save Cancel

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

**Add Notification**

**Notification**

Information

Priority:  High  Medium  Low

Begin Date: 05/15/2023 10:30 AM

End Date: 07/01/2023 10:30 AM

Status:  New

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  10:30 AM to 10:30 AM Duration: 30 minutes

+  Show Reminder:  0.5 hours

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**

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.

The screenshot displays the ClientTrack interface. On the left, a sidebar menu includes options like 'Client Profile', 'Common Client Assessments', and 'Other Assessments'. The 'Find Client' option is highlighted with a red box. The main content area shows a search form with the following fields: First Name, Last Name, Middle Name, Full Name (Last, First), Social Security Number, Birth Date (with a calendar icon), and Client ID. A blue 'Search' button is positioned at the bottom right of the form. Above the form, client information for 'Marta Merkel' is displayed, including her Social Security Number (456-78-3920) and Client ID (1048323).

**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](mailto: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.*

criteria. Social Security Number and Birth Date are the best fields to narrow your search.

First Name: Marta  
 Last Name: Merk  
 Middle Name:  
 Full Name (Last, First):  
 Social Security Number:  
 Birth Date: MM/DD/YYYY  
 Client ID:

Search

1 result found.

First Name	Last Name	Middle Name	SSN	Birth Date	Client ID
Marta	Merk		XXX-XX-3920	07/28/1989	1048323

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.

Search

- Client Dashboard
- Find Client
- Intake**
- COVID-19 Intake
- COVID-19 Vaccine Intake
- Client Profile
- Common Client Assessments
- Other Assessments
- Client Enrollment and Client Services

Intake (2298) Marta Merkel Social Security Number 456-78-3920 Cl. 1C

Basic Client Information  
 Family Members  
 Program Enrollment

Pause Cancel

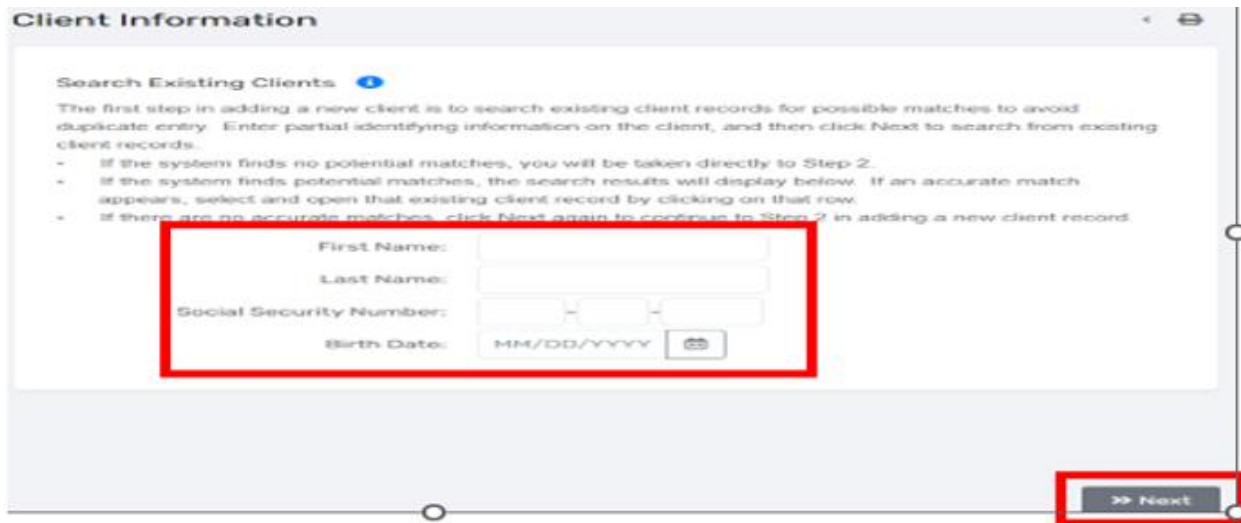
Add or Edit  
 Do you want to add a new client or use the selected client?

- + Add a new client
- Use the current client
- Select another client

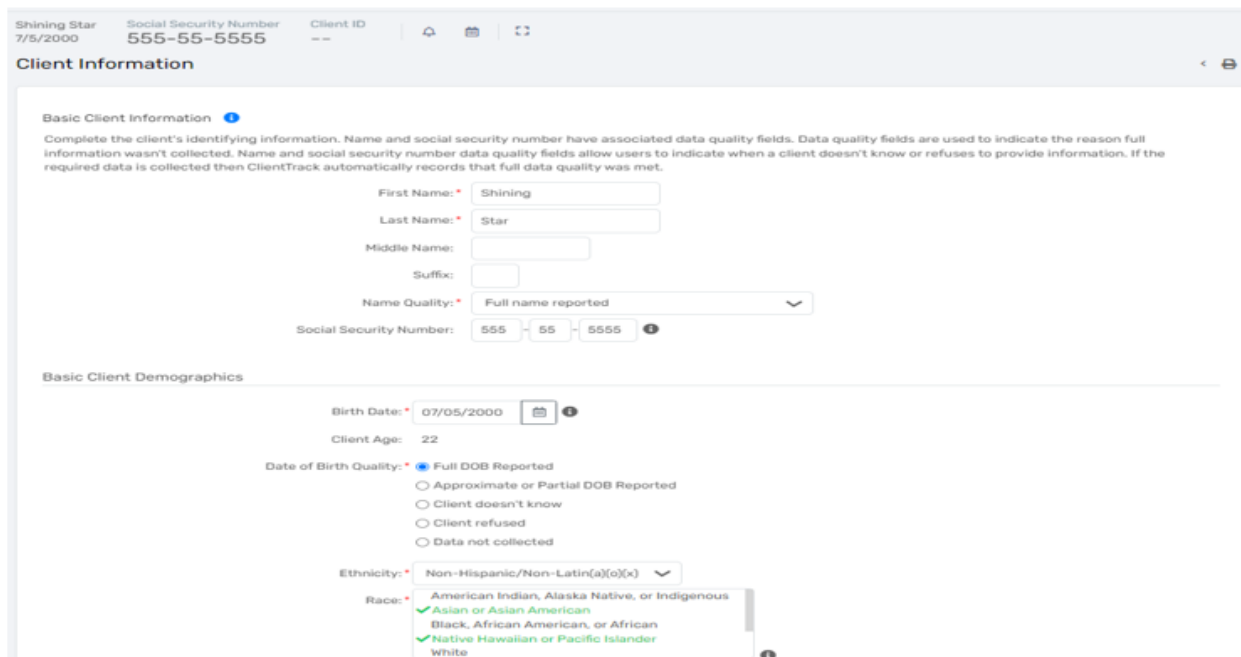
Enter your client’s first and last name and click “Next.” ***If a duplicate client already exists and was not identified during the client search the first time, a warning in red letters will be displayed. It is very important to review the displayed list. If the client is already in the system, click the client’s name to select the existing client record.*** 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.**



Spring Star 7/5/2020 Social Security Number 555-55-5555 Client ID

**Client Information**

Gender:  Female  
 Male  
 A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender)  
 Transgender  
 Questioning

Pregnancy Status:

Veteran Status:

**Contact Information**

Address:   
 Address 2:   
 City, State, Zip Code:  City:  Country:  County:  State:  Zip Code:   
 Email:   
 Home Phone:   
 Cell Phone:   
 Work Phone:   
 Hog Phone:

**Family Information**

Use this section to collect data about a client's family. The Family search field allows you to search for and select an existing Family account. This is appropriate when adding a family member to an existing family.

Family:

Relationship to Head of Household:

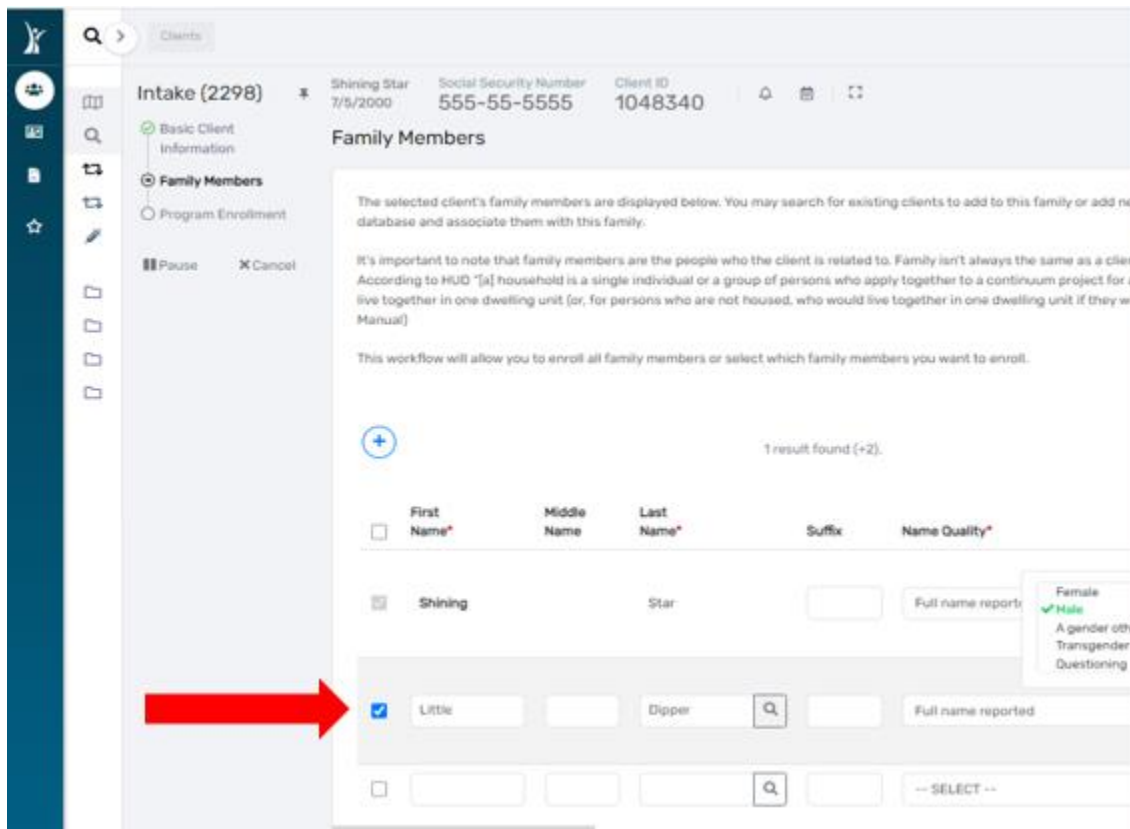
### Definitions of Basic Client Information Requirements

- **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.

Project: \* My Fake Organization ES (ES-R8) ▼

**Household**

*Excerpt from the HMIS Data Standards Manual "A household is a single individual or a group of persons who apply together to a continuum project for assistance and who live together in one dwelling unit (or, for persons who are not housed, who would live together in one dwelling unit if they were housed)."*

<input type="checkbox"/>	Name	Gender	Age	Project Start Date	Case Manager	Relationship to Head of Household*
<input checked="" type="checkbox"/>	Star, Shining	Female	22	11/21/2022	Lori Wood	Self ▼
<input checked="" type="checkbox"/>	Dipper, Little	Male	3	11/21/2022	Lori Wood	Son ▼

2

**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](mailto: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.

Shining Star: 7/5/2000 | Social Security Number: 555-55-5555 | Client ID: 1048340

**Universal Data Assessment**

Complete the information below related to the selected client's housing status and other relevant information. Note: Because 3.917 reflects real time data entry as described in the Data Dictionary, the Default Last Assessment button will not bring in any 3.917 data. Changing any project setup data with existing enrollments may affect or break the logic for 3.917. 3.917 may not always show as expected because of changed setup data or missing required data links.

**Default Client's Last Assessment**

Assessment Date: \* 11/21/2022

Age at Assessment: 22

Assessment Type: \* Entry ▼

Assessor: \* Lori Wood

Program: My Fake Organization ES (ES-R8) ▼

Disabling Condition: \* Yes ▼

**Client Location**

Select or enter the CoC code assigned to the geographic area where the head of household is staying at the time of project entry. Client location will be defaulted to the program's CoC within a workflow.

Client Location: \* IN-502 - Indiana Balance of State ▼

Shining Star 7/5/2000 Social Security Number 555-55-5555 Client ID 1048340

### Universal Data Assessment

**Living Situation**  
Identify the type of residence and length of stay at that residence just prior to (i.e., the night before) program admission.

Prior Living Situation: \* Place not meant for habitation

Length of stay in prior living situation: \* 90 days or more, but less than one year

Approximate date homelessness started: \* 07/11/2022

Regardless of where they stayed last night—Number of times the client has been \* Four or more times  
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 \* More than 12 months  
years :

Shining Star 7/5/2000 Social Security Number 555-55-5555 Client ID 1048340

### Universal Data Assessment

**Health Insurance**  
Please indicate whether or not the client is covered by health insurance. If so, you will be able to record health insurance sources for the client.

Covered by Health Insurance: \* Yes

Default Last Insurance Status

Type	Status	Reason No	Other Coverage
Private	-- SELECT --	-- SELECT --	
Private - Employer	-- SELECT --	-- SELECT --	
Private - Individual	-- SELECT --	-- SELECT --	
Medicare	-- SELECT --	-- SELECT --	
Medicaid	Yes		
State Children's Health Insurance Program S-CHIP	-- SELECT --	-- SELECT --	
Military Insurance	-- SELECT --	-- SELECT --	
Other Public	-- SELECT --	-- SELECT --	

Save

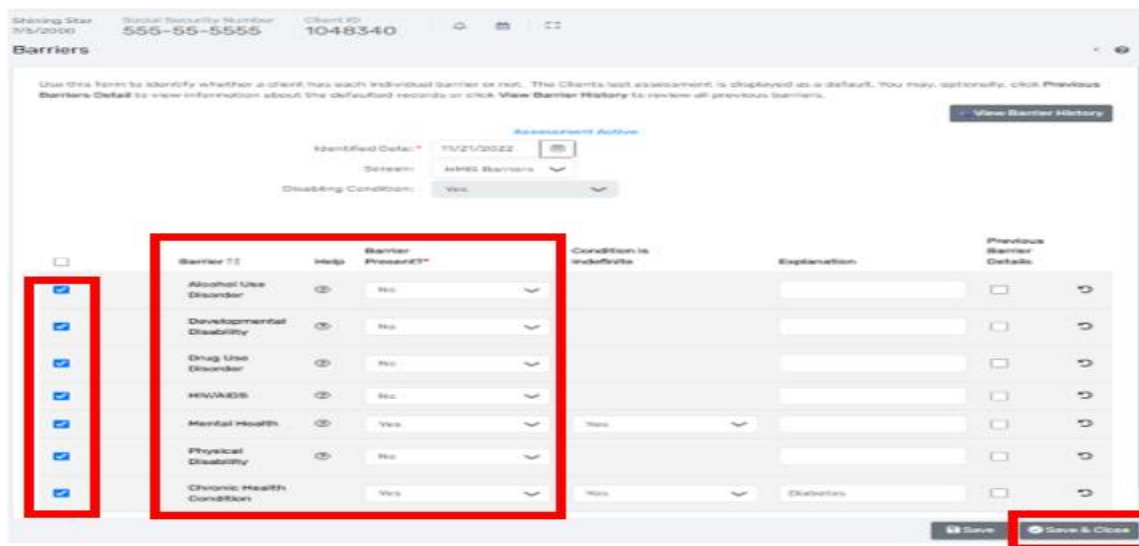
**Definitions of Universal Data Assessment Requirements**

- **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 **the night before** 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.



Search


### Find Offender

Use this form to search to find the offender for this crime. You can use the following fields to narrow the result set of the search.

**+ Add New**

Last Name:

First Name:

Birth Date:  

**Search**

**Cancel**

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.”**

Add New


### Add Offender

Add Offender

Last Name: \*

First Name: \*

Middle Name:

Date of Birth:  

History of Violence:

**Save** **Cancel**

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.**

Shining Star 7/5/2000 Social Security Number 555-55-5555 Client ID 1048340

### Income and Sources, Non-Cash Benefits

Indicate below the client's sources of **monthly** income, non-cash benefits and expenses.

The following instructions are quoted from the IHMS Data Manual:

- When a client has income, but does not know the exact amount, a "Yes" response should be recorded for both the overall income question and the specific source, and the income amount should be estimated.
- Income received by or on behalf of a minor child should be recorded as part of household income under the head of household, unless the federal funder in the IHMS Program Specific Manual instructs otherwise. Income should be recorded at the client level for heads of household and adult household members. Projects may choose to collect this information for all household members including minor children, as long as this does not interfere with accurate reporting per funder requirements. Projects collecting data through client interviews should ask clients whether they receive income from each of the sources listed rather than asking them to state the sources of income they receive.
- Income data should be recorded only for sources of income that are current as of the information date (i.e. have not been specifically terminated). As an example, if a client's employment has been terminated and the client has not yet secured additional employment, the response for Samed income would be "No." As a further example, if a client's most recent paycheck was 2 weeks ago from a job in which the client was working full time for \$15.00/hour, but the client is currently working 20 hours per week for \$12.00 an hour, record the income from the job the client has at the time data are collected (i.e. 20 hours at \$12.00 an hour).

Default Last Assessment  
Assessment Active

Assessment Date: 1/21/2022

Income from Any Source: Yes

Non-Cash Benefits from Any Source: Yes

Expenses: --SELECT--

Shining Star 7/5/2000 Social Security Number 555-55-5555 Client ID 1048340

### Income and Sources, Non-Cash Benefits

Income

<input type="checkbox"/>	Type	Description	Monthly Amount
<input type="checkbox"/>	Earned Income		
<input type="checkbox"/>	Private Disability Insurance		
<input type="checkbox"/>	Unemployment Insurance		
<input type="checkbox"/>	Worker's Compensation		
<input type="checkbox"/>	Pension from a former job		
<input checked="" type="checkbox"/>	Supplemental Security Income		1200.00
<input type="checkbox"/>	Social Security Disability Income		
<input type="checkbox"/>	Retirement (Social Security)		
<input type="checkbox"/>	Alimony		
<input type="checkbox"/>	Veteran's Pension		
<input type="checkbox"/>	Veteran's Disability Payment		
<input type="checkbox"/>	TANF		
<input type="checkbox"/>	Child Support		
<input type="checkbox"/>	Other Income		

Print/Print Monthly Income

**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.

Non-Cash Benefits			
<input type="checkbox"/>	Type <sup>1</sup>	Description	Monthly Amount
<input type="checkbox"/>	Food Stamps/Money for food on benefits card	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Special Supplemental Nutrition Program for Women, Infants, and Children	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	TANF Child Care Services	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	TANF Transportation Services	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Other TANF-funded Services	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Other Source	<input type="text"/>	<input type="text"/>
<input type="checkbox"/>	Section 8- Public Housing- or Other Rental Assistance (PSH) <sup>2</sup>		
<input type="checkbox"/>	Temporary rental assistance (TRH) <sup>3</sup>		
<sup>1</sup> Depreciated in 2017 (HMIS v6.1)		Count/Total Monthly Income:	0 \$0.00

[Save and Close](#)

### 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.

The screenshot shows the 'Transportation Assessment' form. At the top, it displays client information: Purple Flower, 8/10/1998, SSN 555-25-2525, Client ID 147189. The form title is 'Transportation Assessment'. A button at the top right says 'Default Client's Last Assessment' with a dropdown arrow and 'Assessment Active' below it. The form is divided into three main sections: 'Assessment Date' (11/09/2022), 'Primary Transit Means' (dropdown), and 'Vehicle' information. The 'Vehicle' section includes fields for Vehicle Ownership, Make, Model, Year, Description, Condition, Registered State, License Plate Number, Insurance Company, and Insurance Renewal Date. Below this is the 'Drivers License' section with fields for License Number, State, and Expiration Date. At the bottom right, there are 'Save' and 'Skip' buttons.

### 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.

The screenshot shows the 'Legal Assessment' form. At the top, it displays client information: Purple Flower, 8/10/1998, SSN 555-25-2525, Client ID 147189. The form title is 'Legal Assessment'. A button at the top right says 'Default Last Assessment' with a dropdown arrow and 'Assessment Active' below it. The form includes a 'Date of Assessment' field (11/09/2022) and an 'Assessment Description' field. The 'Legal Situations' section asks 'Are you currently involved in any of the following legal situations?' and lists several categories with checkboxes: Divorce, Eviction, BH Collector, Pending Criminal Charges, Order of Protection, Probation / Parole, Custody Issues, Child or Spousal Support, Warrant for Arrest, CPS Involvement, and Other. The 'Other Legal Questions' section has two checkboxes: 'Do You Currently Have Legal Representation?' and 'How Many Days, Past 30 Days, experiencing Legal Pr...'. The 'Legal Notes' section has a 'Legal Description Notes' field. At the bottom right, there are 'Save' and 'Skip' buttons.

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.

Client Information: Little Dipper 10/21/2019, Social Security Number 222-22-2222, Client ID 1048341

**Universal Data Assessment**

Complete the information below related to the selected client's housing status and other relevant information. Note: Because EPT reflects real time data entry as described in the Data Dictionary, the Default Last Assessment button will not bring in any EPT data. Changing any project setup data with existing assessments may affect or lose the logs for EPT. EPT may not always show an expected because of changed setup data or missing required data lines.

**Default Client's Last Assessment**

Assessment Date: 11/01/2022  
 Age at Assessment: 3  
 Assessment Type: Entry  
 Assessor: Lori Wood  
 Program: Ho Poko Organization ES (ES-900)  
 Disabling Condition: --SELECT--

**Health Insurance**  
 Please indicate whether or not the client is covered by health insurance. If no, you will be able to record health insurance sources for the client.

**Default Last Insurance Status**

Covered by Health Insurance: --SELECT--

Type	Status	Reason No	Other Coverage
Private	--SELECT--	--SELECT--	--SELECT--
Private - Employer	--SELECT--	--SELECT--	--SELECT--
Private - Individual	--SELECT--	--SELECT--	--SELECT--
Medicare	--SELECT--	--SELECT--	--SELECT--
Medicaid	--SELECT--	--SELECT--	--SELECT--

Save

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.”**

Client Information: Little Dipper 10/21/2019, Social Security Number 222-22-2222, Client ID 1048341

**Barriers**

Use this form to identify whether a client has each individual barrier or not. The Client's last assessment is displayed as a default. You may, optionally, click **Previous Barriers Detail** to view information about the defaulted records or click **View Barrier History** to review all previous barriers.

**Assessment Active**

Identified Date: 11/21/2022  
 Screen: HMS Barriers  
 Disabling Condition: No

[View Barrier History](#)

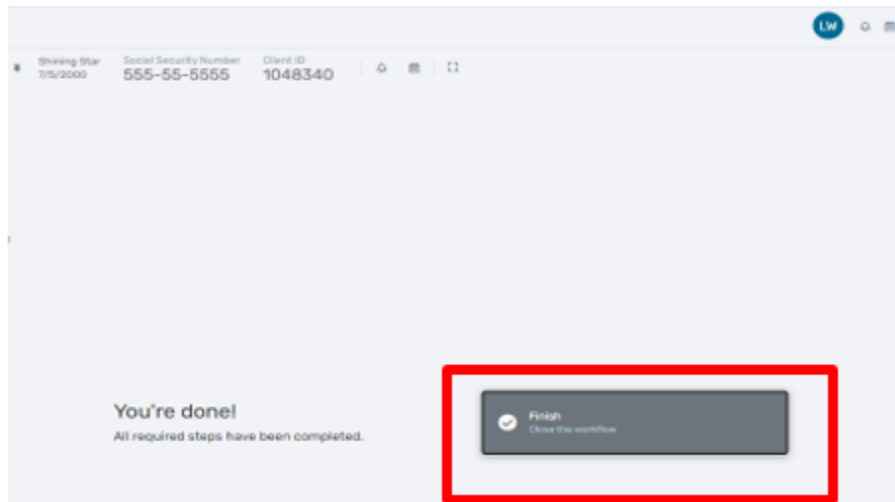
Barrier	Help	Barrier Present*	Condition is Indefinite	Explanation	Previous Barrier Details
<input checked="" type="checkbox"/> Alcohol Use Disorder	<a href="#">?</a>	No	<input type="checkbox"/>		<a href="#">?</a>
<input checked="" type="checkbox"/> Developmental Disability	<a href="#">?</a>	No	<input type="checkbox"/>		<a href="#">?</a>
<input checked="" type="checkbox"/> Drug Use Disorder	<a href="#">?</a>	No	<input type="checkbox"/>		<a href="#">?</a>
<input checked="" type="checkbox"/> HIV/AIDS	<a href="#">?</a>	No	<input type="checkbox"/>		<a href="#">?</a>
<input checked="" type="checkbox"/> Mental Health	<a href="#">?</a>	No	<input type="checkbox"/>		<a href="#">?</a>
<input checked="" type="checkbox"/> Physical Disability	<a href="#">?</a>	No	<input type="checkbox"/>		<a href="#">?</a>
<input checked="" type="checkbox"/> Chronic Health Condition		No	<input type="checkbox"/>		<a href="#">?</a>

Save 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.

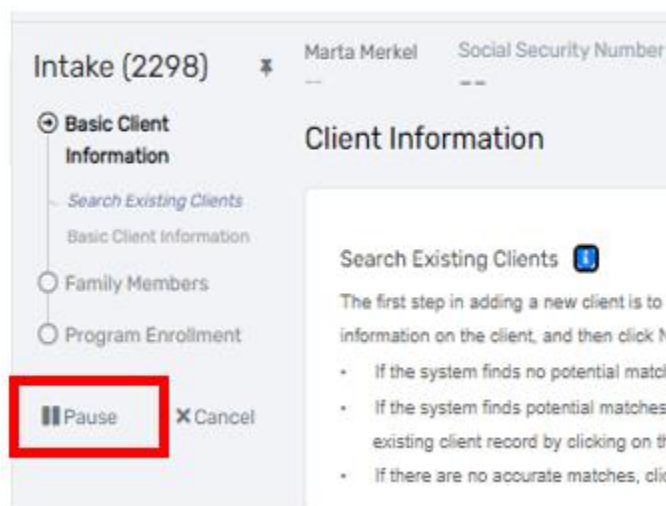


If you need to go back and change information entered in the workflow prior to finishing, you can click on the specific section of the workflow you wish to return to in the workflow window that appears on the left-hand side of the client record. Clicking on the link beside the green dot will take you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

The screenshot shows the 'Client Dashboard' for Marta Merkel. The left-hand navigation menu has 'Paused Workflows' highlighted with a red box. The main content area shows 'Marta Merkel's Information' and 'Marta's Enrollments'. Below the enrollments, a table of paused workflows is visible:

Program Data	Client	Service	Paused At
HMIS 2014 Program Data	Merkel, Marta	Basic Client Information	Nov 17, 2022 11:58 AM

A red box highlights the 'Resume the workflow' button in the top-left corner of the workflow row.

## 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”**

The screenshot shows the 'Client Services' window for Shining Star. The left-hand navigation menu has 'Client Enrollment and Client Services' and 'Services' highlighted with red boxes. The main content area shows the 'Client Services' section with a table of service history. The 'Add New Service' button is highlighted with a red box.

Date	Service	Units	\$ Total	Organization
		0.00	\$0.00	

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](mailto:DVhelpdesk@ihcda.IN.gov)) for assistance.

Green Ranger 2/3/1986 SSN 123-45-6789 Client ID 147185

Service

Enter the information about the service provided to the client below.

Family Income: +

No Recent Income
Family Members 1
Poverty Level \$1,132.50

Enrollment: 10/25/2022 - My Fake Organization (ES-R6)

Grant: My Fake Organization ES

Service: Case Management

Location: My Fake Organization

Related Crime/Victimization: -- SELECT --

Date: 12/07/2022

Units: 1.00

Unit Value: \$0.00

Total: \$0.00

User Performing the Service: Lori Wood

Comments:

Save Cancel

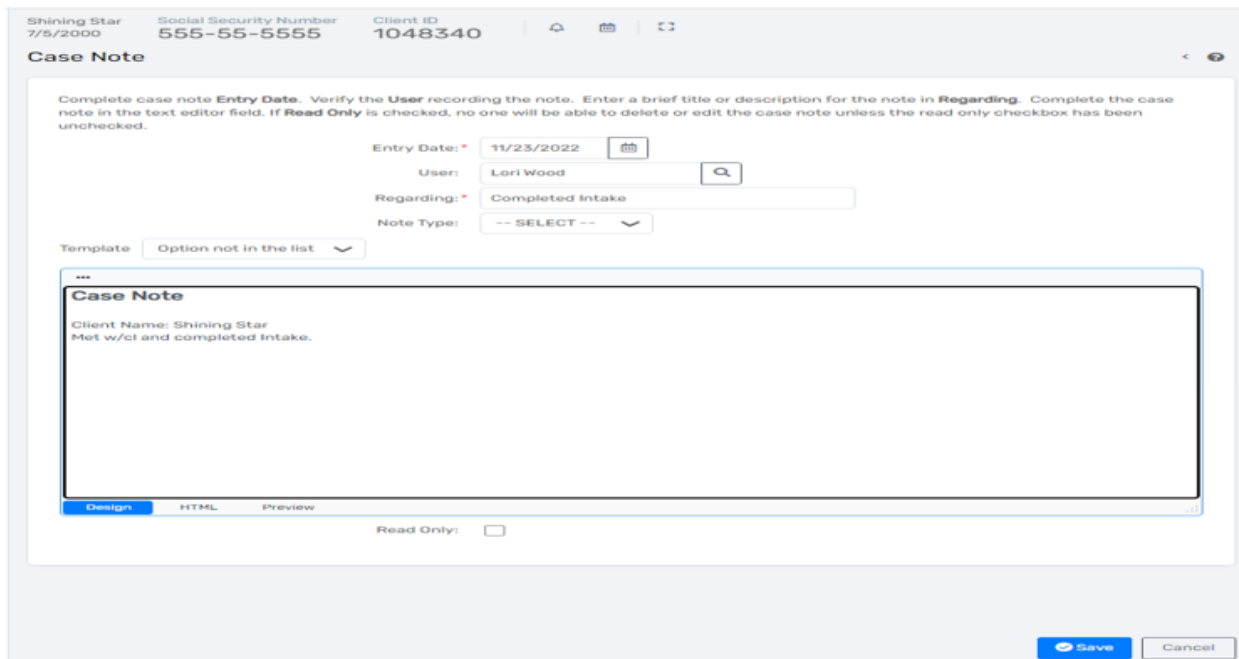
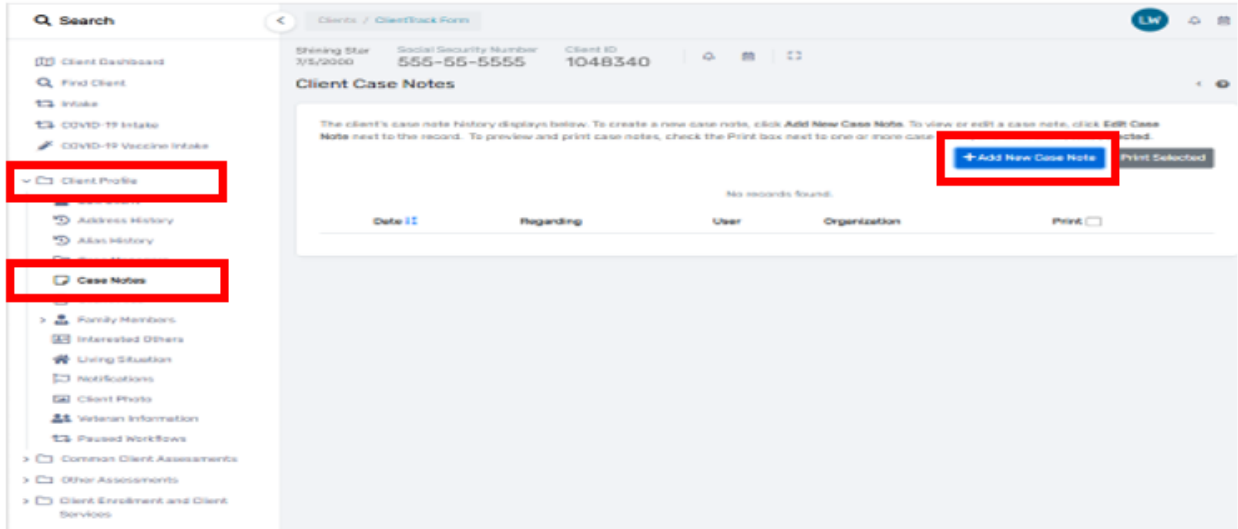
When you are finished documenting a service, click on the “**Save**” button and you will be taken back to the Services home screen where you can edit or delete a service you created. Case Notes

## ADDING CASE NOTES

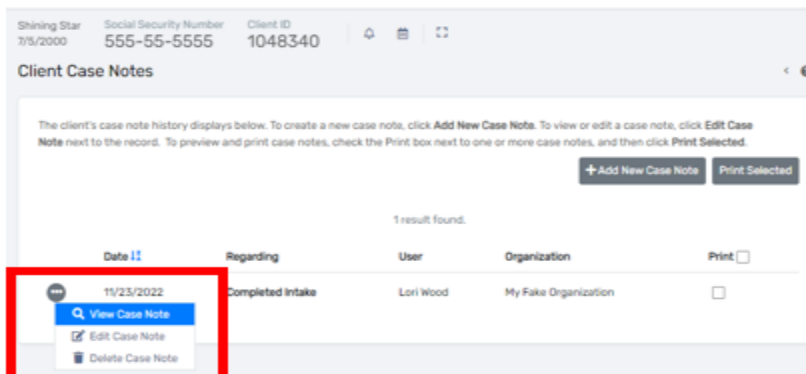
Timely and robust case notes assist you and other case managers at your organization in serving your clients. It is extremely important that meetings, calls, services, and other relevant information regarding your client are properly documented in case notes.

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.**

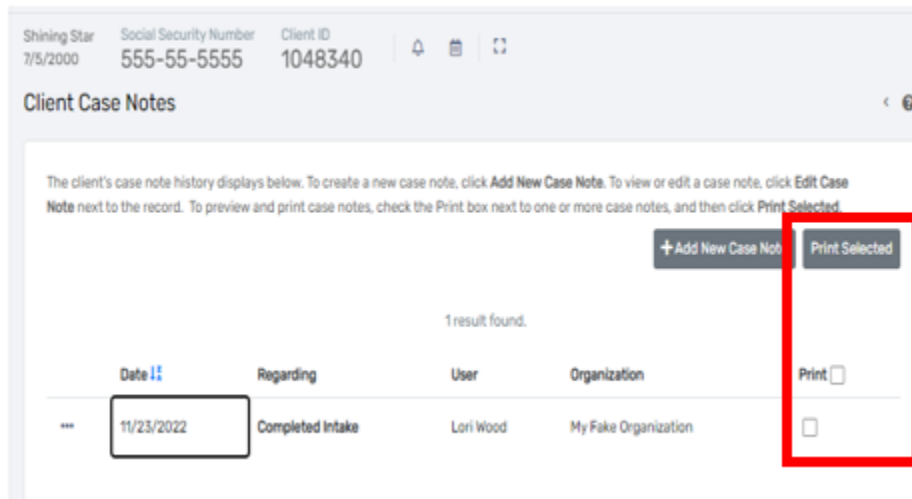




Once a case note is created, it will appear in a list of case notes on the Case Notes home screen. You can use the three dots **...** beside the case note to:



- 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.

Home Search Clients / Client Dashboard

Chewy Bear 10/19/2014 Social Security Number 466-32-7282 Client ID 1048319

### Chewy Bear's Dashboard

#### Chewy Bear's Information

	<b>Name:</b> Bear, Chewy	<b>Birth Date:</b>
	<b>Gender:</b> Male	
	<b>Ethnicity:</b> Non-Hispanic/Non-Latin(a)(o)(x)	<b>Race:</b>


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

Search Clients / Client Dashboard

Chewy Bear 10/19/2014 Social Security Number 466-32-7282 Client ID 1048319

### Chewy Bear's Dashboard

#### Chewy Bear's Information

	<b>Name:</b> Bear, Chewy	<b>Birth Date:</b>
	<b>Gender:</b> Male	
	<b>Ethnicity:</b> Non-Hispanic/Non-Latin(a)(o)(x)	<b>Race:</b>

#### Chewy's Enrollments

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

Search

Clients / ClientTrack Form

Chewy Bear 10/19/2014 Social Security Number 466-32-7282 Client ID 1048319

### Master Assessments

Below is a list of Master Assessments that have been created for this client. Please use the HMIS workflows to add or e

6 results found.

Date	Program	Type	Assessor
11/23/2022	My Fake Organization CoC RRH (RRH-R8)	Annual	Daniella Jordan Gonzales
11/06/2022	My Fake Organization Coordinated Entry (R1a)	Entry	Daniella Jordan Gonzales
11/04/2022	My Fake Organization CoC RRH (RRH-R8)	Exit	Daniella Jordan Gonzales
09/06/2022	My Fake Organization Coordinated Entry (R1a)	Exit	Lori Wood

4. Choose “View Related Enrollment or Applications” from the drop-down list.

Search

Clients / ClientTrack Form

Chewy Bear 10/19/2014 Social Security Number 466-32-7282 Client ID 1048319

### Master Assessments

Below is a list of Master Assessments that have been created for this client. Please use the HMIS workflow:

6 results found.

Date	Program	Type	Assessor
11/23/2022	My Fake Organization CoC RRH (RRH-R8)	Annual	Daniella Jordan
11/06/2022	My Fake Organization Coordinated Entry (R1a)	Entry	Daniella Jordan
11/04/2022	My Fake Organization CoC RRH (RRH-R8)	Exit	Daniella Jordan

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.

Search

Clients / 11/23/2022 Annual / ClientTrack Form

Chewy Bear 10/19/2014 Social Security Number 466-32-7282 Client ID 1048319

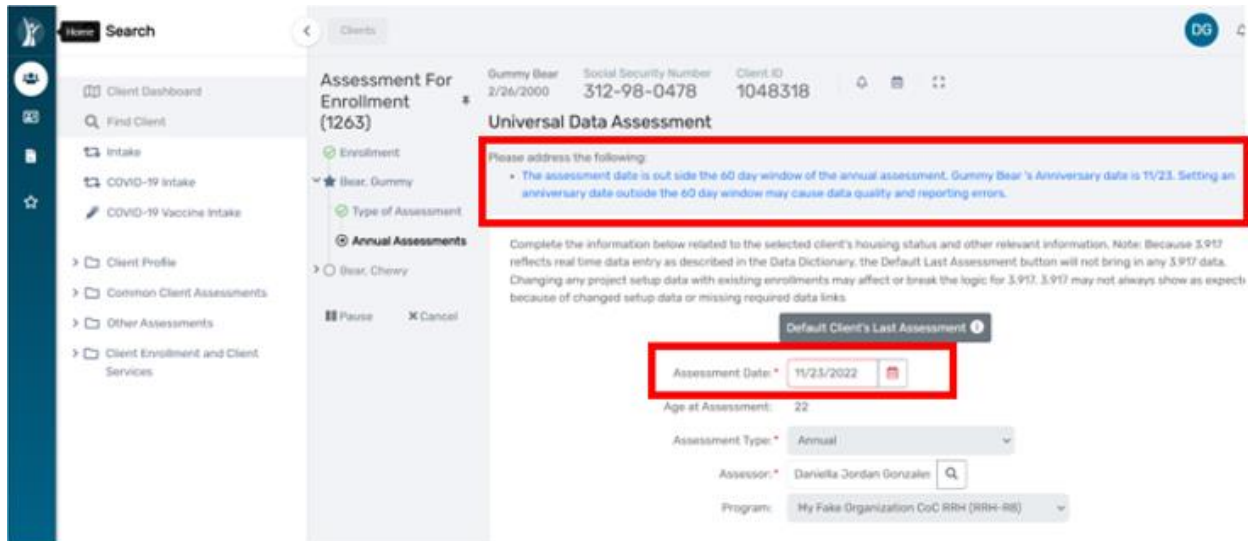
### Assessment Links

Below are the records under which this assessment has been linked. The Type of record and Assessment link type can be us other records.

1 result found.

Assessment Type	Record Type	Link Description
Annual	Enrollment	My Fake Organization CoC RRH (RRH-R8)

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.

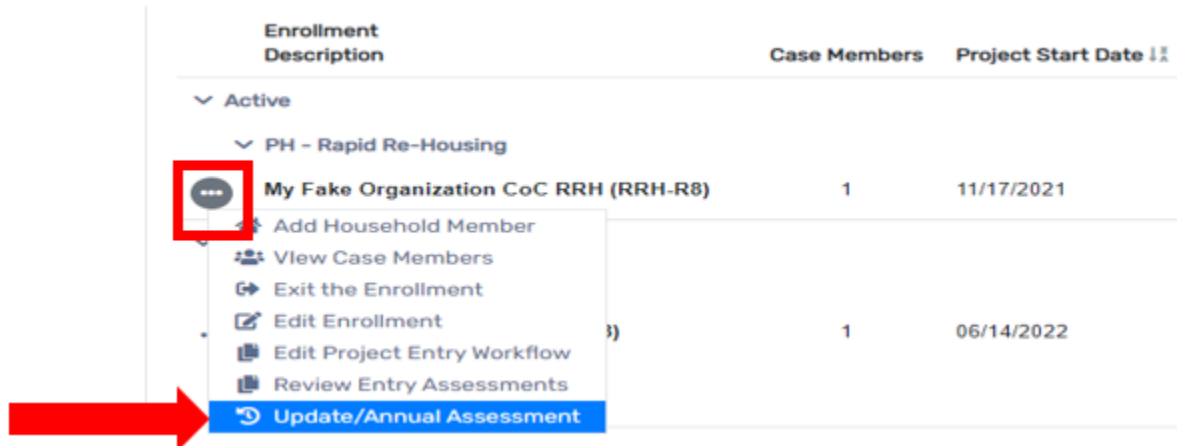


## ADD NEW ANNUAL ASSESSMENT

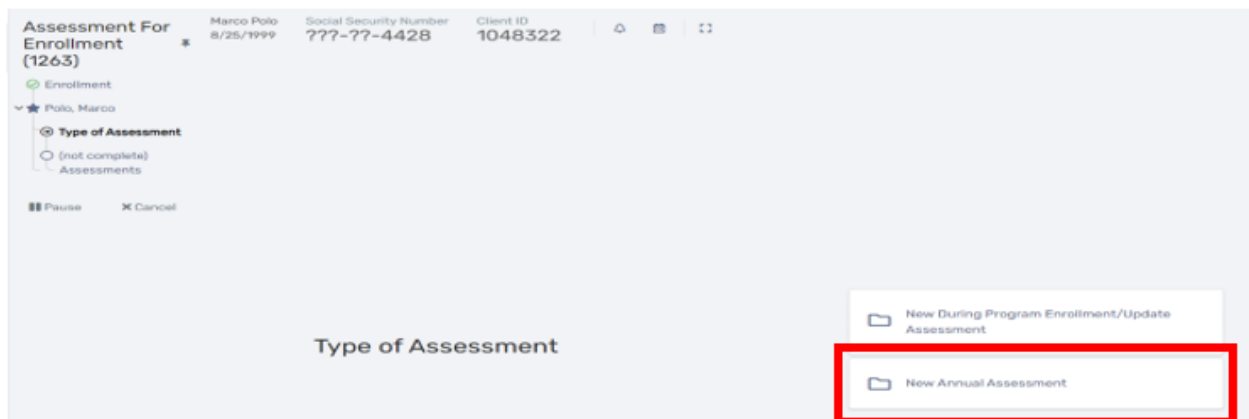
First, you need to know that, according to the [2022 HMIS Data Standards](#) on page 15, “– Data elements required for collection at annual assessment must be entered with an Information Date of no more than 30 days before or after the anniversary of the head of household’s Project Start Date, regardless 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

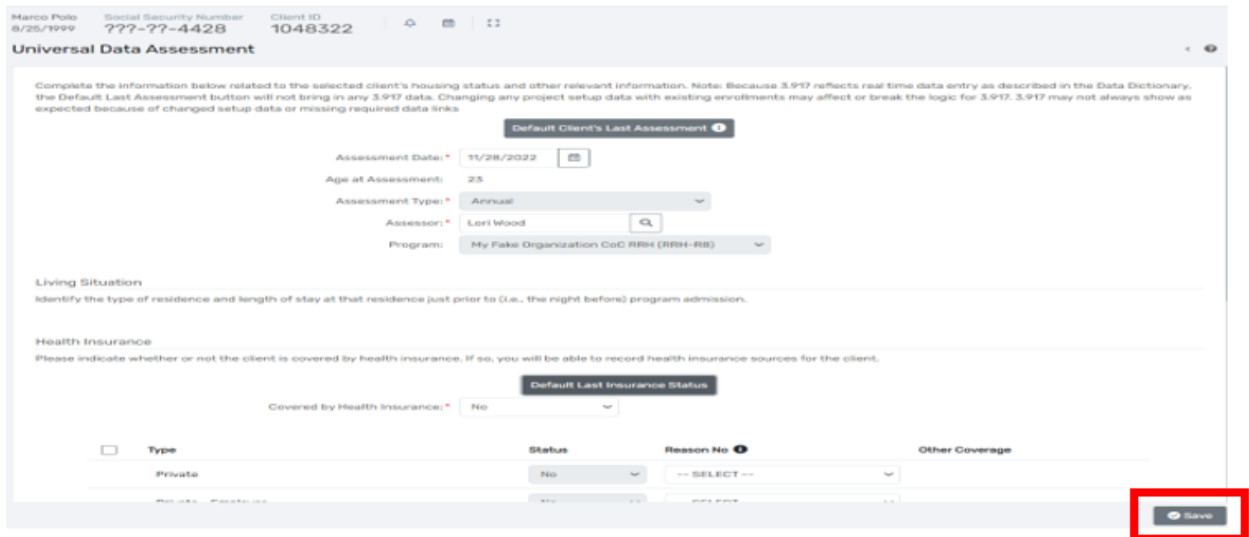
1. From the Client’s Dashboard screen, click on the three dots (action icon) located to the left of the enrollment you are adding the annual assessment to.
2. Next, select **“Update/Annual Assessment”**.



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”**

Marco Polo Social Security Number Client ID  
8/25/1999 ???-??-4428 1048322

### Income and Sources, Non-Cash Benefits

Indicate below the client's sources of **monthly** income, non-cash benefits and expenses.

The following instructions are quoted from the IPHS Data Manual:

- When a client has income, but does not know the exact amount, a "Yes" response should be recorded for both the overall income question and the specific source, and the income amount should be submitted.
- Income received by or on behalf of a minor child should be recorded as part of household income under the Head of Household, unless the Federal Funders or the IPHS Program Specific Manual instructs otherwise. Income should be recorded at the client level for heads of household and adult household members. Projects may choose to collect this information for all household members including minor children, as long as this does not interfere with accurate reporting per funder requirements. Projects collecting data through client interview should ask clients whether they receive income from each of the sources listed rather than asking them to state the sources of income they receive.
- Income data should be recorded only for sources of income that are current as of the information date (i.e. have not been specifically terminated). As an example, if a client's employment has been terminated and the client has not yet secured additional employment, the response for that source should be "No." As a further example, if a client's most recent paycheck was 2 weeks ago from a job in which the client was working full time for \$15.00/hour, but the client is currently working 20 hours per week for \$12.00 an hour, record the income from the job the client has at the time data are collected (i.e. 20 hours at \$12.00 an hour).

Default Last Assessment  
Assessment Active

Assessment Date: 11/28/2022

Income from Any Source: No

Non-Cash Benefits from Any Source: No

Expenses: -- SELECT --

Save and Close

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

Assessment For Enrollment (1263)

Marco Polo Social Security Number Client ID  
8/25/1999 ???-??-4428 1048322

Enrollment

Polo, Marco

Pause Cancel

You're done!  
All required steps have been completed.

Finish  
Close the workflow

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

Marco Polo Social Security Number Client ID  
8/25/1999 ???-??-4428 1048322

Master Assessments

Below is a list of Master Assessments that have been created for this client. Please use the HMIS workflows to add or edit assessments.

4 results found.

Date	Program	Type	Assessor	Comments	AssessID
11/28/2022	My Fake Organization CoC RRH (RRH-R8)	Annual	Lori Wood		197945
11/23/2022	My Fake Organization ES (ES-R8)	Exit	Lori Wood		197943
06/14/2022	My Fake Organization ES (ES-R8)	Entry	Lori Wood		197892
11/17/2021	My Fake Organization CoC RRH (RRH-R8)	Entry	Lori Wood		197944

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.

Marco's Enrollments

1 result found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Asse
My Fake	1	06/14/2022			1971892	

Active

Emergency Shelter

My Fake

Add Household Member

View Case Members

Exit the Enrollment

Edit Enrollment

Edit Project Entry Workflow

Review Entry Assessments

Update/Annual Assessment

- 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.



The screenshot shows the 'HUD Program Exit' interface. The main content area is titled 'Enrollment Exit' and contains the following fields: 'Exit Date' (11/23/2022), 'Destination' (Rental by client, other ongoing housing subsidy), 'Exit Reason' (Completed Program), 'Case Manager Assignment' (Lori Wood), and 'End Case Assignment' (checked). A blue 'Save' button is located at the bottom right of the form.

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.

The screenshot shows the 'Universal Data Assessment' form. At the top, it displays client information: Marco Polo (8/25/1999), Social Security Number (???-??-4428), and Client ID (1048322). Below this is a 'Default Client's Last Assessment' button. The form contains the following fields: 'Assessment Date' (11/23/2022), 'Age at Assessment' (23), 'Assessment Type' (Exit), 'Assessor' (Lori Wood), and 'Program' (My Fake Organization ES (ES-R8)). Below these fields are sections for 'Living Situation' and 'Health Insurance'. A grey 'Save' button is located at the bottom right of the form.

## 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.

Marco Polo 8/25/1999 Social Security Number ???-??-4428 Client ID 1048322

Barriers

Use this form to identify whether a client has each individual barrier or not. The Clients last assessment is displayed as a default. You may, optionally, click [Previous Barriers Detail](#) to view information about the defaulted records or click [View Barrier History](#) to review all previous barriers.

Assessment Active

Identified Date: 11/23/2022

Screen: HMIS Barriers

Disabling Condition: Yes

<input type="checkbox"/>	Barrier	Help	Barrier Present?	Condition is Indefinite	Explanation	Previous Barrier Details
<input checked="" type="checkbox"/>	Alcohol Use Disorder	?	Yes	Yes		<a href="#">Previous Barrier</a>
<input checked="" type="checkbox"/>	Developmental Disability	?	No			<a href="#">Previous Barrier</a>
<input checked="" type="checkbox"/>	Drug Use Disorder	?	No			<a href="#">Previous Barrier</a>
<input checked="" type="checkbox"/>	HIV/AIDS	?	No			<a href="#">Previous Barrier</a>
<input checked="" type="checkbox"/>	Mental Health	?	No			<a href="#">Previous Barrier</a>

Save Save & Close

## 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.

Marco Polo 8/25/1999 Social Security Number ???-??-4428 Client ID 1048322

Income and Sources, Non-Cash Benefits

Indicate below the client's sources of monthly income, non-cash benefits and expenses.

The following instructions are quoted from the HMIS Data Manual:

- When a client has income, but does not know the exact amount, a "Yes" response should be recorded for both the overall income question and the specific source, and the income amount should be estimated.
- Income received by or on behalf of a minor child should be recorded as part of household income under the Head of Household, unless the federal funder in the HMIS Program Specific Manual instructs otherwise. Income should be recorded at the client-level for heads of household and adult household members. Projects may choose to collect this information for all household members including minor children, as long as this does not interfere with accurate reporting per funder requirements. Projects collecting data through client interviews should ask clients whether they receive income from each of the sources listed rather than asking them to state the sources of income they receive.
- Income data should be recorded only for sources of income that are current as of the information date (i.e. have not been specifically terminated). As an example, if a client's employment has been terminated and the client has not yet secured additional employment, the response for Earned income would be "No." As a further example, if a client's most recent paycheck was 2 weeks ago from a job in which the client was working full time for \$15.00/hour, but the client is currently working 20 hours per week for \$12.00 an hour, record the income from the job the client has at the time data are collected (i.e. 20 hours at \$12.00 an hour).

Default Last Assessment

Assessment Active

Assessment Date: 11/23/2022

Income from Any Source: No

Non-Cash Benefits from Any Source: No

Expenses: -- SELECT --

Save and Close

+ Income and Sources, Non-Cash Benefits [Icons]

Income

Type ▲	Description ▲	Monthly Amount ▲	Restriction ? ▲
<input type="checkbox"/> Earned Income	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Self Employment	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Worker's Compensation	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Unemployment Insurance	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Other Pension	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Supplemental Security Income	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Social Security Disability Income	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Retirement (Social Security)	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Veteran's Pension	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Veteran's Disability Payment	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> TANF	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Child Support	<input type="text"/>	<input type="text"/>	Restrict to MOU/InfoRelease ▼
<input type="checkbox"/> Other Income	<input type="text"/>	<input type="text"/>	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.

Non-Cash Benefits

Type	Description	Monthly Amount	Restriction
<input checked="" type="checkbox"/> Food Stamps/Money for food on benefits card		200.00	Restrict to MOU/InfoRelease
<input type="checkbox"/> Special Supplemental Nutrition Program for Women, Infants, and Children			Restrict to MOU/InfoRelease
<input type="checkbox"/> TANF Child Care Services			Restrict to MOU/InfoRelease
<input type="checkbox"/> TANF Transportation Services			Restrict to MOU/InfoRelease
<input type="checkbox"/> Other TANF-funded Services			Restrict to MOU/InfoRelease
<input type="checkbox"/> Other Source			Restrict to MOU/InfoRelease

† Depreciated in 2017 (HMIS v6.1) Count/Total Monthly Income: 1 \$200.00

Restriction:  Restrict to Organization  Restrict to MOU/InfoRelease

**Save and Close**

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.

HUD Program Exit

Mika Polo Social Security Number 246-87-9879 Client ID 1048547

Universal Data Assessment

Complete the information below related to the selected client’s housing status and other relevant information. Note: Because 3.917 reflects real time data entry as described in the Data Dictionary, the Default Last Assessment button will not bring in any 3.917 data. Changing any project setup data with existing enrollments may affect or break the logic for 3.917. 3.917 may not always show as expected because of changed setup data or missing required data links.

Default Client’s Last Assessment

Assessment Date: 11/28/2022

Age at Assessment: 6

Assessment Type: Exit

Assessor: Lori Wood

Program: My Fake Organization ES (ES-RR)

Health Insurance

Please indicate whether or not the client is covered by health insurance. If so, you will be able to record health insurance sources for the client.

Default Last Insurance Status

Covered by Health Insurance: No

Type	Status	Reason No	Other Coverage
Private	No	-- SELECT --	
Private - Employer	No	-- SELECT --	
Private - Individual	No	-- SELECT --	
Medicare	No	-- SELECT --	

**Save**

## 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.

Mika Polo 11/5/2016 Social Security Number 246-87-9879 Client ID 1048347

Barriers

Use this form to identify whether a client has each individual barrier or not. The Client's last assessment is displayed as a default. You may, optionally, click **Previous Barriers Detail** to view information about the defaulted records or click **View Barrier History** to review all previous barriers.

Assessment Active

Identified Date: 11/26/2022

Screen: HMIS Barriers

<input checked="" type="checkbox"/>	Barrier	Help	Barrier Present?	Condition is Indefinite	Explanation	Previous Barrier Details
<input checked="" type="checkbox"/>	Alcohol Use Disorder	🔗	No			<input type="checkbox"/> ↻
<input checked="" type="checkbox"/>	Developmental Disability	🔗	No			<input type="checkbox"/> ↻
<input checked="" type="checkbox"/>	Drug Use Disorder	🔗	No			<input type="checkbox"/> ↻
<input checked="" type="checkbox"/>	HIV/AIDS	🔗	No			<input type="checkbox"/> ↻
<input checked="" type="checkbox"/>	Mental Health	🔗	No			<input type="checkbox"/> ↻
<input checked="" type="checkbox"/>	Physical Disability	🔗	No			<input type="checkbox"/> ↻
<input checked="" type="checkbox"/>	Chronic Health Condition		No			<input type="checkbox"/> ↻

Save Save & Close

## 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.

HUD Program Exit

Marco Polo 8/25/1999 Social Security Number ???-??-4428 Client ID 1048322

Exit Enrollment

Exit Assessments

Polo, Mika

Pause Cancel

You're done!  
All required steps have been completed.


Finish  
Close the workflow

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.

Marco Polo 8/25/1999 Social Security Number 777-77-4428 Client ID 1048322

### Marco Polo's Dashboard

**Marco Polo's Information**

	<b>Name:</b> Polo, Marco	<b>Birth Date:</b> 8/25/1999	<b>Age:</b> 25
	<b>Gender:</b> Male		<b>Veteran:</b> No
	<b>Ethnicity:</b> Non-Hispanic/Non-Latin(a)(o)(x)	<b>Race:</b> Asian or Asian American, Native Hawaiian or Pacific Islander	

**Marco's Enrollments**

2 results found.

Enrollment Description	Case Members	Project Start Date	Housing Move-In Date	Project Exit Date	Enroll Assessment ID	Exit Assessment ID	Exit Destination	Last Assessed
Active PH - Rapid Re-Housing My Fake Organization CoC RRH (RRH-RR)	1	11/17/2021	11/06/2021		1971944			11/08/2022
Emergency Shelter My Fake Organization ES (ES-RR)	2	06/14/2022		11/08/2022	1971892	1971946	Rental by client in a pub...	11/08/2022

**Case Manager Assignments**

1 result found.

Case Manager	Begin Date	Status	End Date	Enrollment	All Associated Enrollments
Lois Wood	06/14/2022	Inactive	11/23/2022	My Fake Organization ES (ES-RR)	

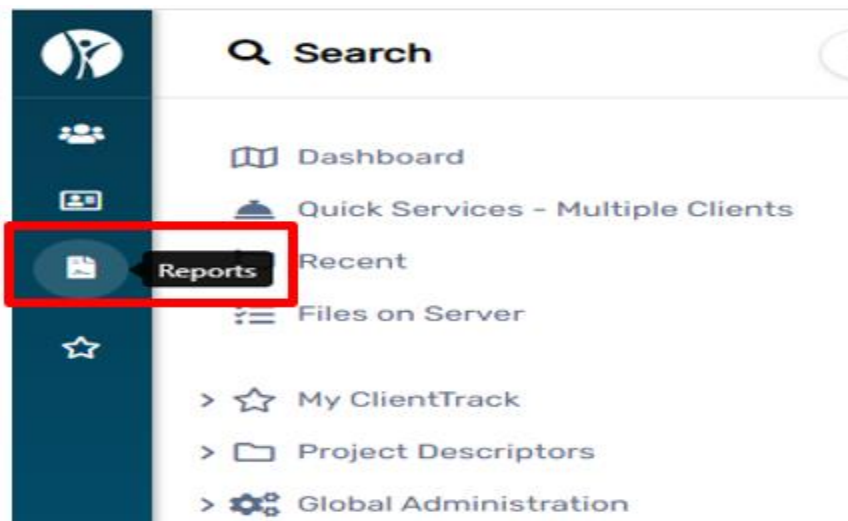
## BASIC REPORTS

### SERVICE SUMMARY REPORT

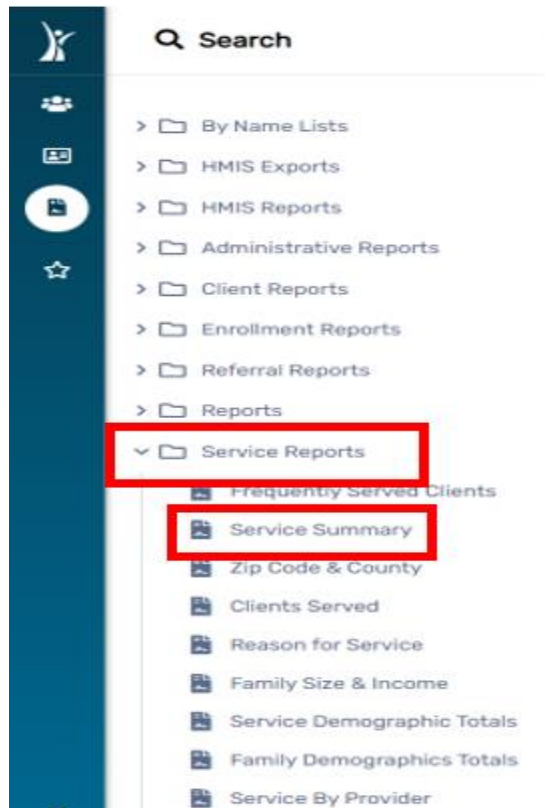
The Service Summary Report is a report of the services your agency has provided for clients enrolled in a specific program. You can run a Service Summary Report a variety of ways to extract specific service information from client records, for example services rendered in the month of December or Case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

For help relating to this report, click the **Help** icon in the top right area of this form. For general help, click the **Help Topics** link in the top right area of this application.

**Saved Report Settings**  
 To use saved report settings, select the desired settings description. To save the settings for a new report, select **Save Settings**, type the description of the settings in the **Save As** field, select the report settings, and run the report. The saved settings will appear in the list the next time you access this screen.

Saved Report Settings: -- SELECT --

**Date Range**  
 Indicate the time period for this report. Only records that fall within the date range you select will be included.

Predefined Date Range: Current Month  
 Service Date Between: 11/01/2022 and 11/30/2022

**Organization(s)**  
 Indicate which organizations should be included in the report by selecting each organization separately, or click the **all** icon to select all. Note: The list only shows organizations you are authorized to view.

Organization(s):  
 A Better Way  
 A Mother's Hope  
 Advantage Housing Inc  
 AIDS Memorial Ekhart  
 AIDS Resource Group Everette

### Service Summary Report

**Program(s)**  
 Check the box to limit report results by selected programs. When checked, the list displays programs that belong to the organizations you selected above. Indicate which programs should be included in the report by selecting each program separately, or click the **all** icon to select all.

Program(s):  Filter by Program(s)  
 My Fake Organization CoC [00-00]  
 My Fake Organization Coordinated Entry [01]  
 My Fake Organization CS [02-00]  
 My Fake Organization HOPWA [03-00]  
 My Fake Organization PATH [00-00]

**Grant(s)**  
 Check the box to limit report results by selected grants. When checked, the list displays grants that belong to the organizations you selected above. Indicate which grants should be included in the report by selecting each grant separately, or click the **all** icon to select all.

Grant(s):  Filter by Grant(s)

**Services**  
 Select the specific services for this report, or leave the field blank to run the report for all services. NOTE: The services in this list are filtered according to the organizations and funding sources selected above.

Services:  Filter by Services

**User(s)**  
 Check the box to limit report results by selected users. When checked, the list displays users that belong to the organizations you selected above. Indicate which users should be included in the report by selecting each user separately, or click the **all** icon to select all.

User(s):  Filter by User(s)

### Service Summary Report

**Housing Status**  
 You may filter the results by clients with specific housing statuses.

Housing Status:  Filter by Housing Status

**Client Age Range**  
 Identify whether the results should be filtered by an age range.

Filter Results by Age:  **?**

**State, Counties & Zip Codes**  
 Select client(s) state(s), county(ies) and/or zip code(s) to limit the report area. If no options appear in the pick list, your local administration may need to set them up for the Organization(s) selected above.

State(s)/Territory(ies):  Filter by State(s)/Territory(ies)  
 Counties:  Filter by Counties  
 Zip Code(s):  Filter by Zip Code(s)

**First Time Served**  
 Select an option to show only the clients that have been served for the first time by a particular organization, in the entire system, or choose "N/A" to view all repeat clients.

First Time Served:  N/A  
 By Organization  
 In the System



Additional Filters

Only Include Services with Direct Enrollment Reference  
 Only Include Direct Services  
 Include Scheduled Services  
 Only Include HIV Cases  
 Only Include AIDS Cases

Sort Settings

Sort By:  Name  Date

Grouping

Group Results by Organization  
 Do Not Provide Grand Totals  
 Hide Filter Criteria

**Service Summary Report**

1 < 1 of 1 >

Service Summary  
11/1/2022 to 11/30/2022

Report Criteria:  
 Organizations: My Fake Organization  
 Programs: My Fake Organization Co (CS-HQ)  
 First Time Served: 14%

Service	Service Entries	Units	Total Value	UnDup. Clients	Families	Children in Families	Adults in Families	Seniors in Families	Total Individuals in Families
Case Management	1	1.00	\$0.00	1	1	1	1	0	2
CE - Case Management	2	2.00	\$0.00	1	1	1	1	0	2
HIV/AIDS	1	0.00	\$0.00	1	1	0	3	0	3
Duplicated Total	4	3.00	\$0.00	3	3	2	5	0	7
Unduplicated Totals	4	3.00	\$0.00	3	3	2	5	0	7

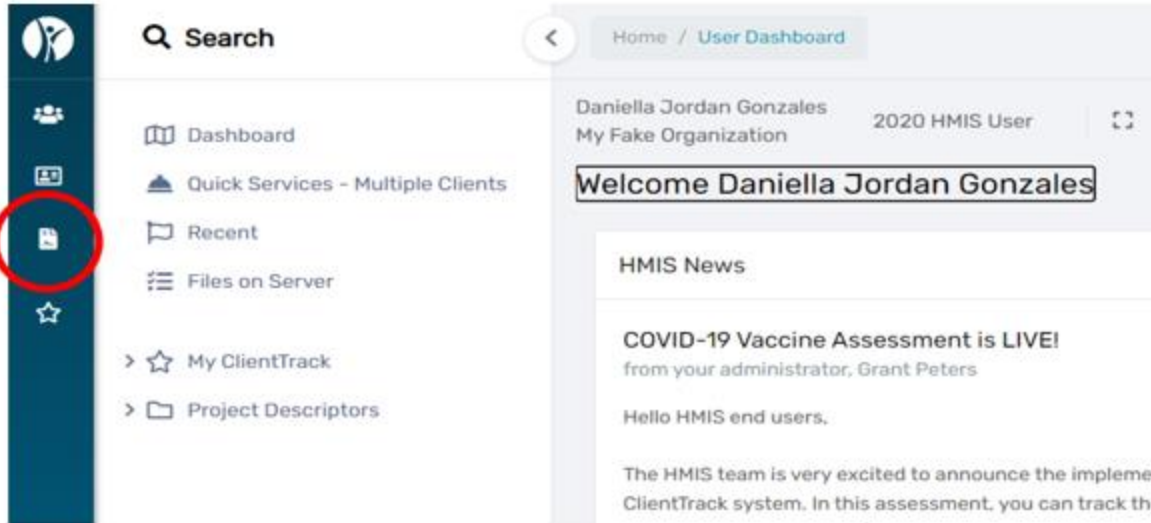
ClientTrack™ Reports Page 1 of 1 11/28/2022 1:36 PM

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

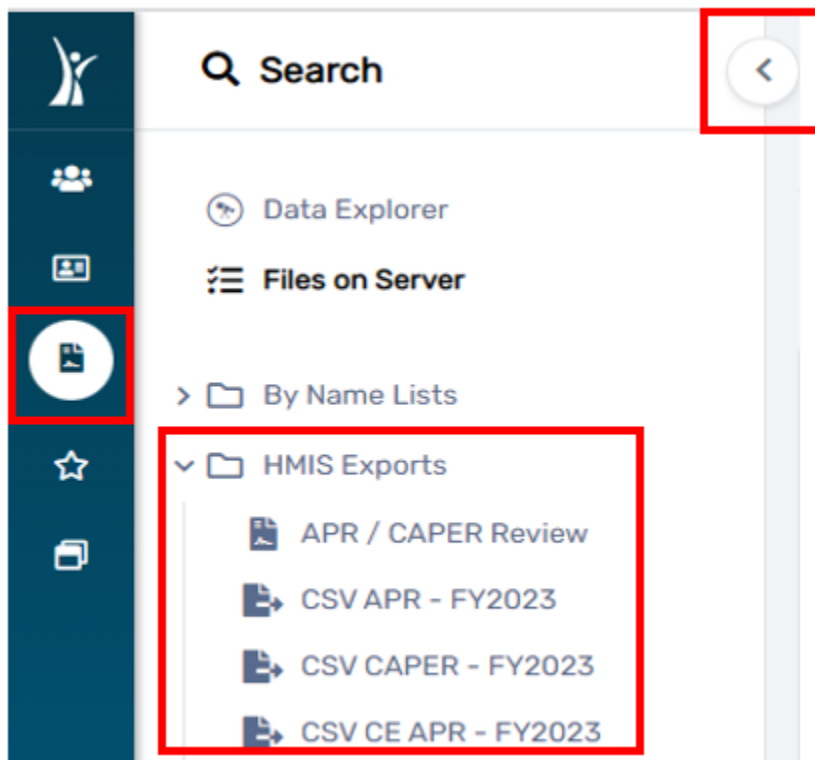
The APR is a comprehensive report of your program – who you served and how you served them. It is recommended that you run an APR often throughout the year to track missing data so that your report is complete when it is time for the annual submission. Here are quick steps to running the report and cleaning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

**Date Range**

Indicate the time period for his report. Only records that fall within the date range you select will be included.

Date Range List: Since This Date, Last Year ▾

Begin Date: 01/30/2022  to 01/30/2023 

**Leave the “Grant Program” and “Grant(s)” section blank.** 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.

**Grant Program**

Use the Grant Program and Grant Component drop down selections to narrow down the list of Grants

Grant Program: -- SELECT -- ▾

Grant Component: -- SELECT -- ▾

**Grant(s)**

This list displays grants that belong to the organizations you selected above. Indicate which grants should be included in the report by selecting each grant narrow down the list of projects for your report.

Grant(s):  Filter by Grant(s)

**Project**

A list of projects based on the grant selected.


Project Type:  Filter by Project Type

Project(s):\*  Filter by Project(s)

**Validation File**

Checking this box will generate a separate task to generate a validation file once the file export task has completed. This will not affect the running of or delay the main export. THIS MUST be selected to get details of numbers in the APR and the report used to review the export

Generate Validation File:


Run Export Cancel

- 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

**Export Encryption** ✖

If you encrypt the export, the generated exports will be zipped and encrypted using 256 bit AES encryption that can only be decrypted using the password you provide. Strong passwords are not enforced here, but the password you provide must be at least 8 characters long.

If you choose to not to encrypt your export, the file exported may contain person identifying information in plain text. All appropriate cautions should be exercised to ensure the protection of this information.

Indicate if the exported file(s) should include a header line at the beginning of the file that indicates what each of the values in the CSV file represent and if values in the CSV should *always* be enclosed in double-quotes.

Encrypt Export:

Password:

Confirm Password:

Include Header Row in CSV File(s):

Always Quote CSV Values(s):

Done

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

clienttrack.eccovia.com says

Your export has been queued and will be processed at the next available time.

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”.

The screenshot shows the ClientTrack application interface. On the left sidebar, the 'Files on Server' option is highlighted with a red box. The main content area displays a 'Files on Server' section with a list of files. The list includes columns for 'Created', 'Expires', and user information. The files listed are:

Created	Expires	User
HMIS APR_CAPER 2023 Validation..._20230127155054..._TaskID..._156381.exe 1/27/2023 3:50 PM	Lori Wood 1/27/2024 3:50 PM	Lori Wood
HMIS CAPER 2023 Export..._20230127154903..._TaskID..._156380.exe 1/27/2023 3:49 PM	Lori Wood 1/27/2024 3:49 PM	Lori Wood
HMIS APR_CAPER 2022 Pre-Load..._20230127153819..._TaskID..._156379.exe 1/27/2023 3:38 PM	Lori Wood 1/27/2024 3:38 PM	Lori Wood

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.

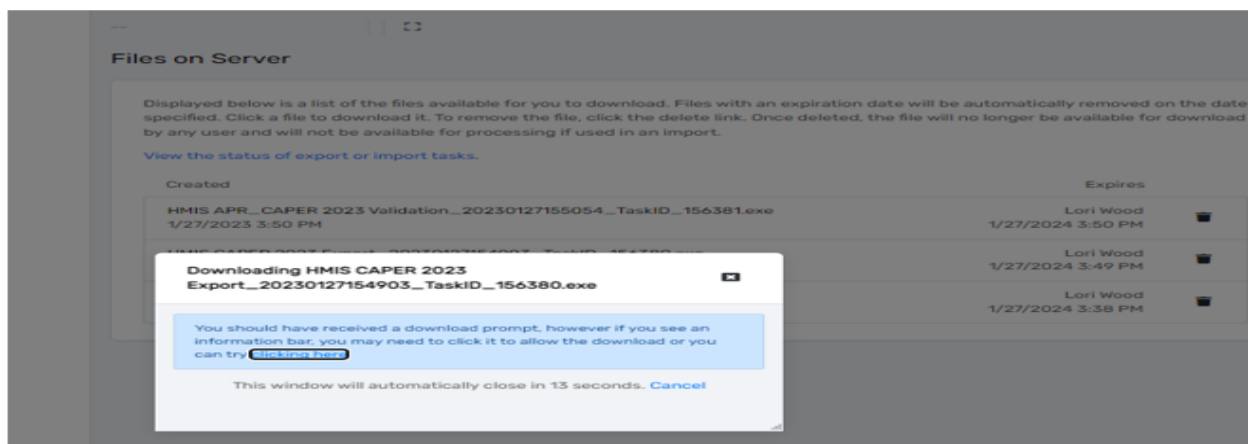
**CAPER: You will download, compress, and upload the “HMIS CAPER 2023 Export” file to SAGE.**

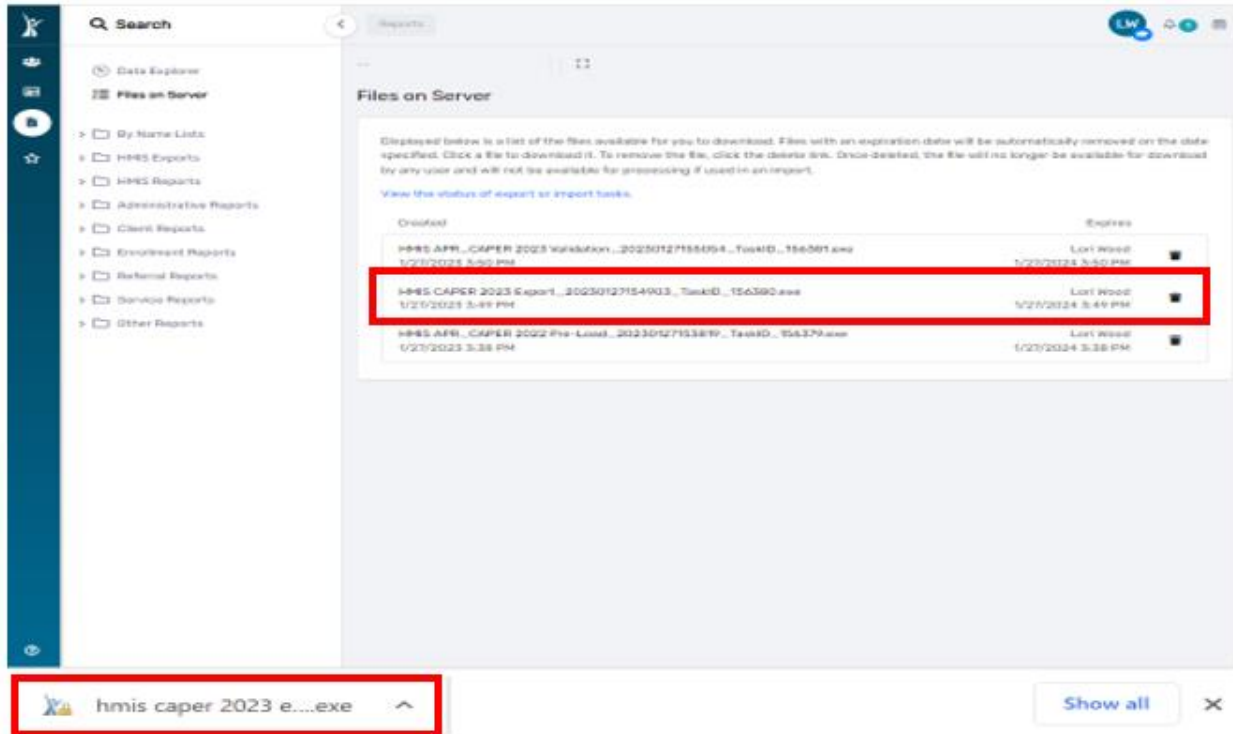
**APR: You will download, compress, and upload the “HMIS APR 2023 Export” file to SAGE.**

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

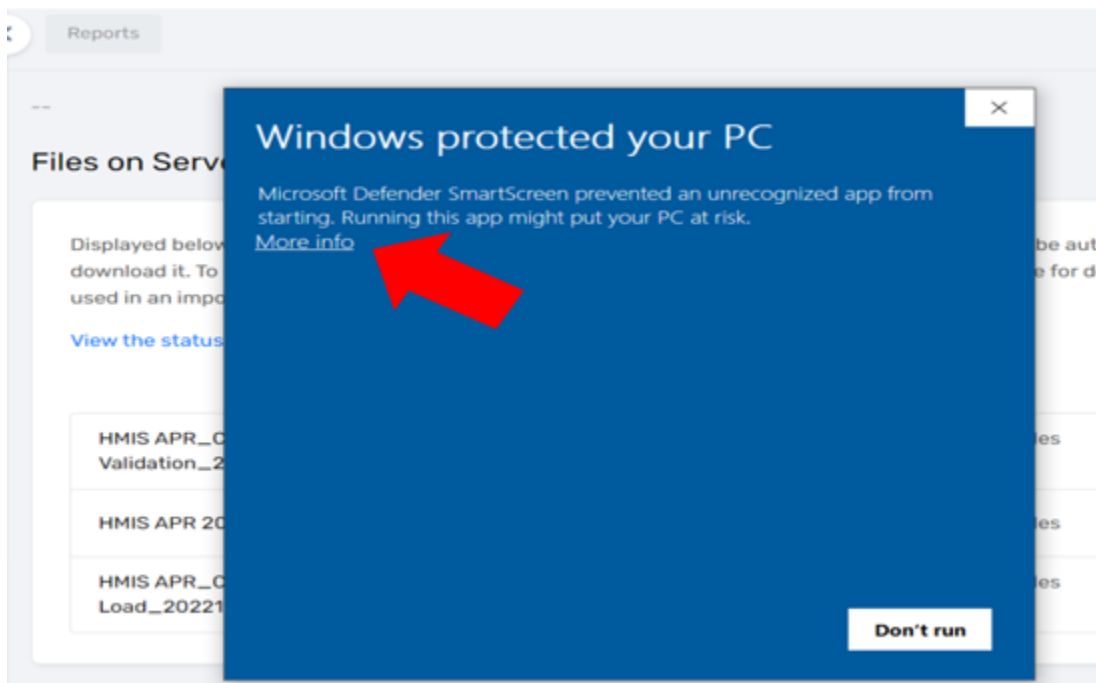


10. After clicking on “HMIS APR 2023 Export” file, your screen will display the window shown below. The downloaded file is now visible in the lower left corner of the screen. Right click on the file and select “Open or Open when done” as shown below.

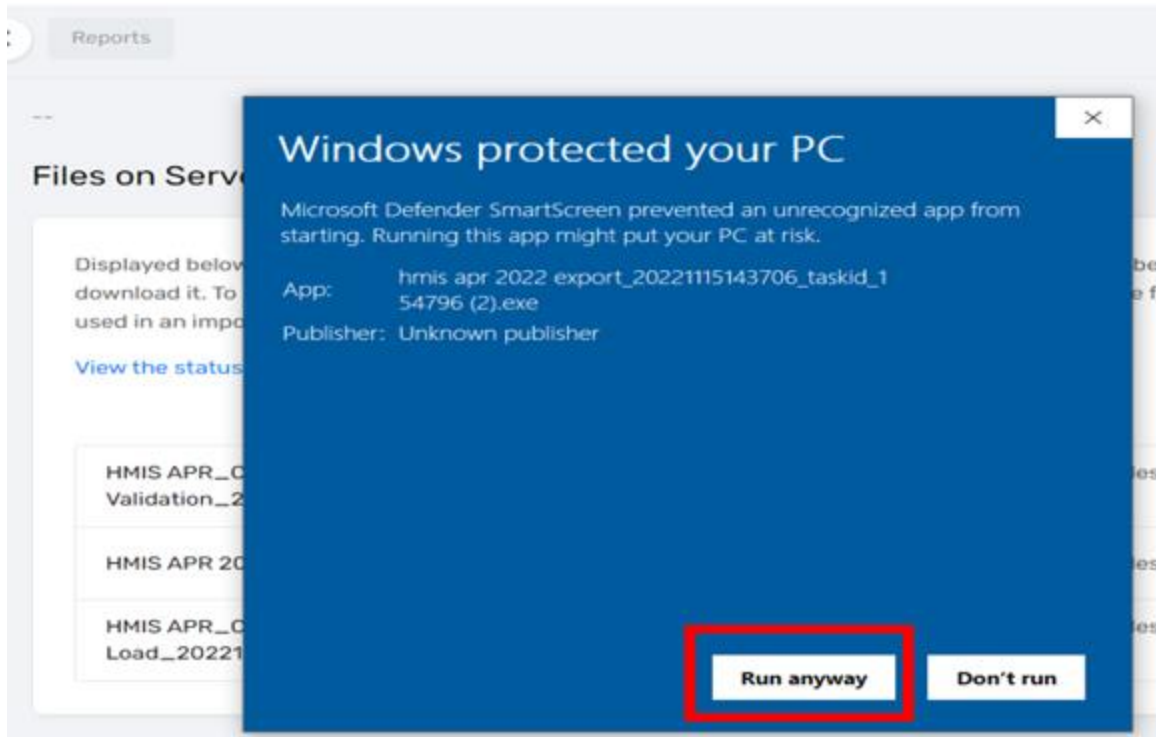




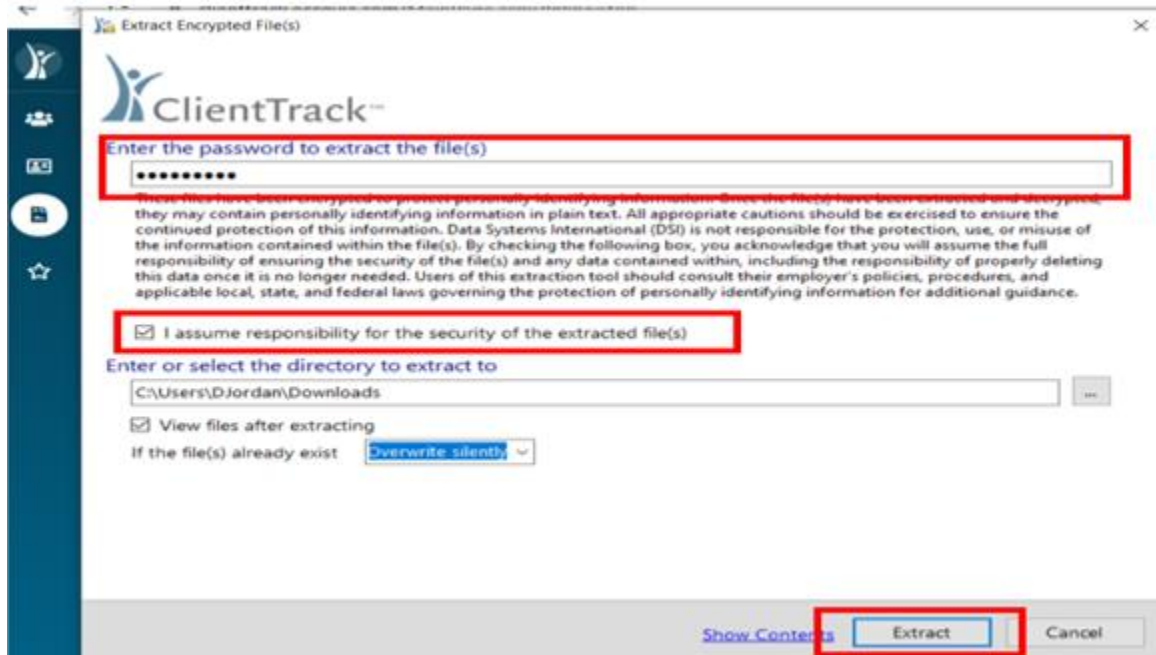
11. You may receive the message below. Please click on “More info”



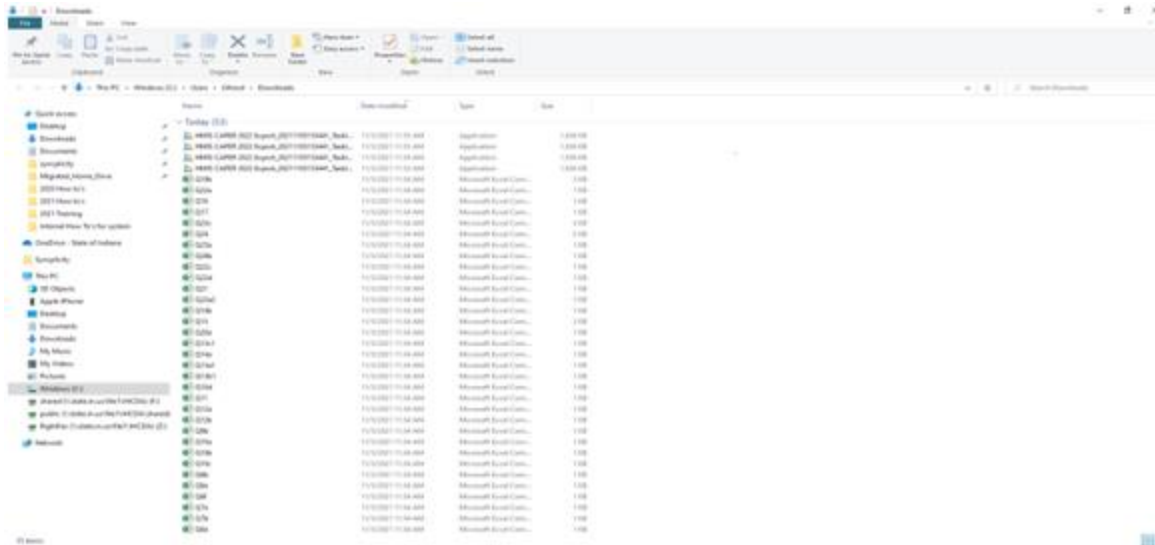
12. Next, click the “Run anyway” option as seen below



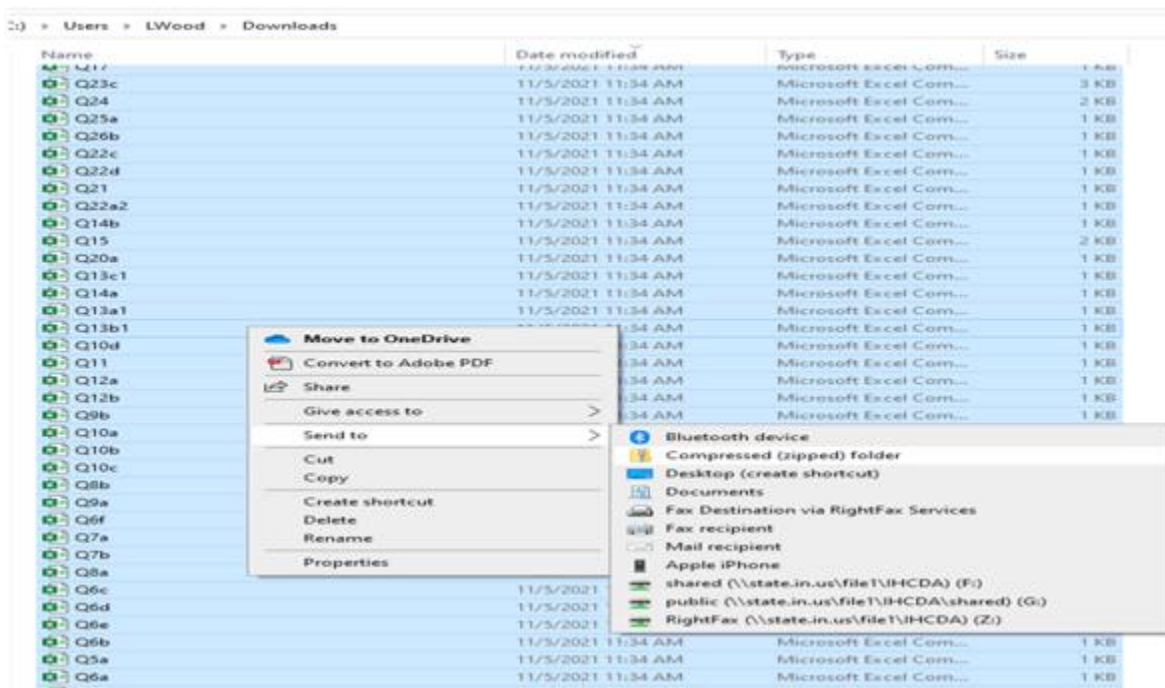
13. Enter the password you created during **Step 4** of this guide, click the check box “I assume responsibility for the security of the extracted file(s)”, then select “Extract”



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.



Name	Date modified	Type	Size
CAPER 11.5.21	11/5/2021 11:58 AM	Compressed (zipped) folder	14 KB
HMIS CAPER 2022 Export_20211105153441_Task...	11/5/2021 11:55 AM	Application	1,836 KB
HMIS CAPER 2022 Export_20211105153441_Task...	11/5/2021 11:55 AM	Application	1,836 KB
HMIS CAPER 2022 Export_20211105153441_Task...	11/5/2021 11:54 AM	Application	1,836 KB
HMIS CAPER 2022 Export_20211105153441_Task...	11/5/2021 11:53 AM	Application	1,836 KB
Q19b	11/5/2021 11:34 AM	Microsoft Excel Com...	2 KB
Q22e	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q16	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q17	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q23c	11/5/2021 11:34 AM	Microsoft Excel Com...	3 KB
Q24	11/5/2021 11:34 AM	Microsoft Excel Com...	2 KB
Q25a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q26b	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q22c	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q22d	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q21	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q22a2	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q14b	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q15	11/5/2021 11:34 AM	Microsoft Excel Com...	2 KB
Q20a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q13c1	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q14a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q13a1	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q13b1	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q10d	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q11	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q12a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q12b	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q9b	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q10a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q10b	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q10c	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q8b	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q9a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q9f	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q7a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q7b	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB
Q8a	11/5/2021 11:34 AM	Microsoft Excel Com...	1 KB

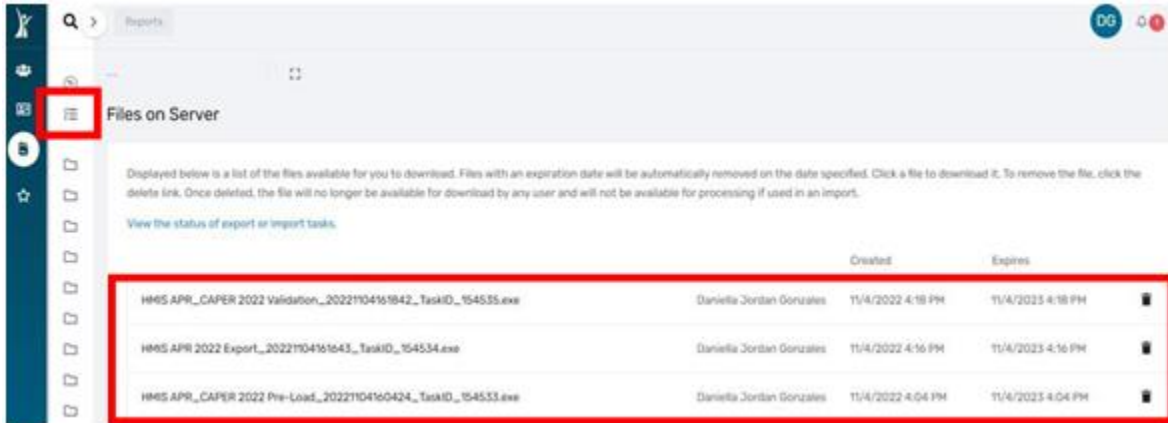
- Next, delete the individual “Q” files still showing in the “download” files on your computer. You only need to keep the “zipped” folder for upload to SAGE.

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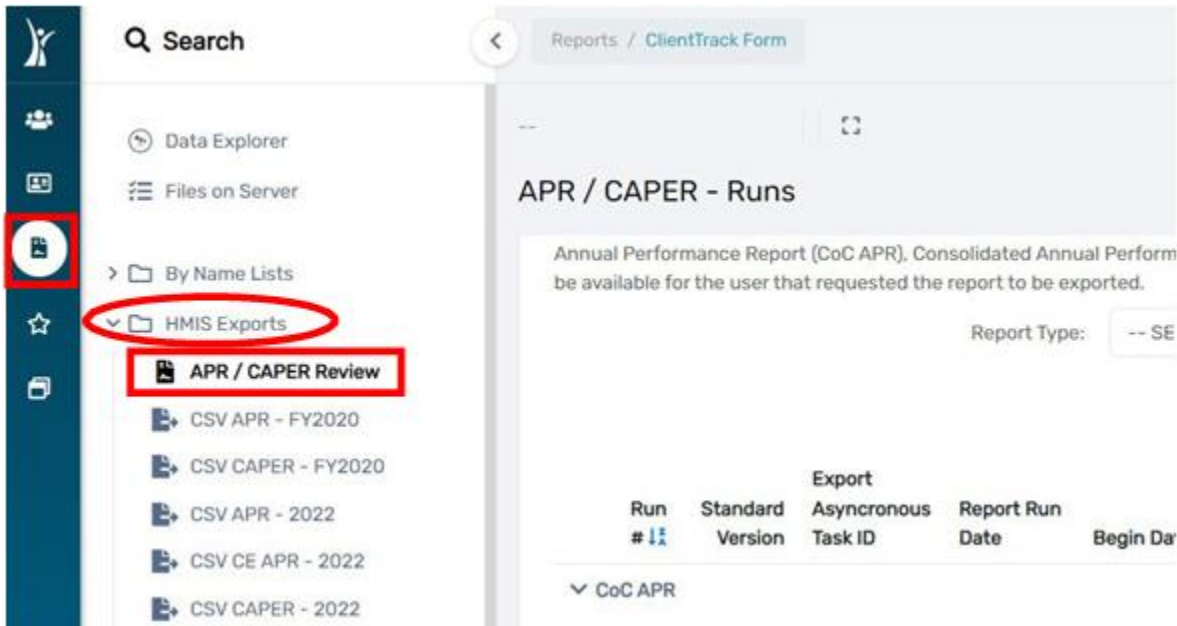
## APR/CAPER REVIEW TOOL

- Please use the “APR/CAPER Review” tool for identifying errors on the APR and/or CAPER
- To use the “APR/CAPER Review”:
  - Run the “APR/CAPER” report using the “APR/CAPER Export Quick Reference Guide”
  - 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:

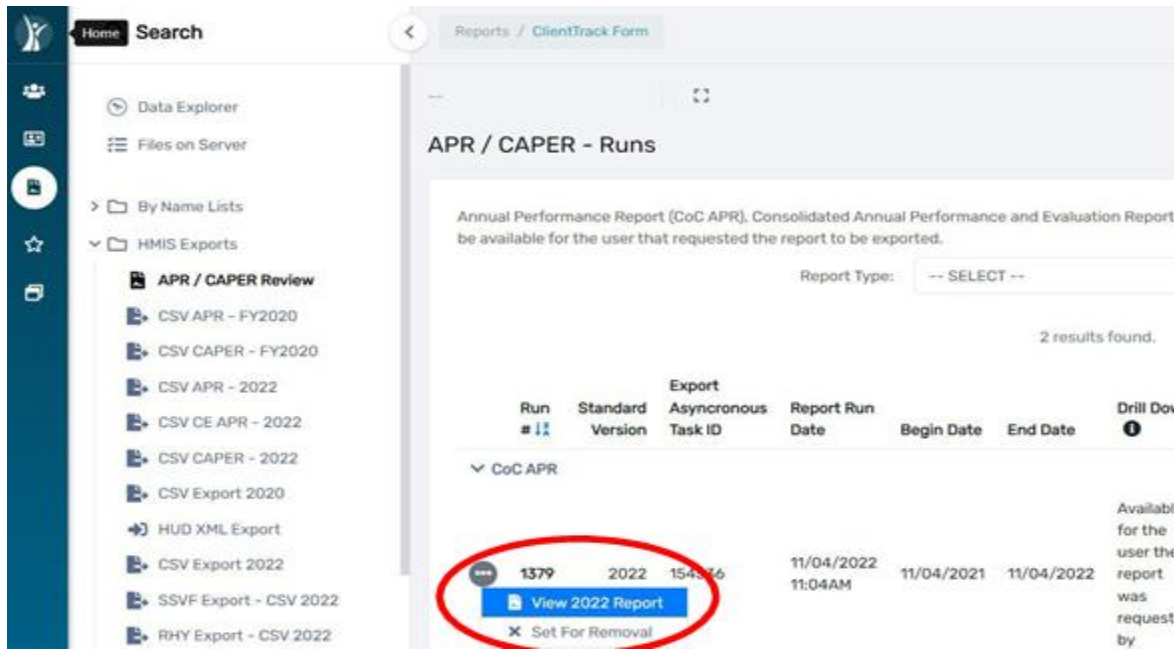
**HMIS APR CAPER 2022 Validation**  
**HMIS CAPER 2022 Export**  
**HMIS APR CAPER 2022 Pre-Load**



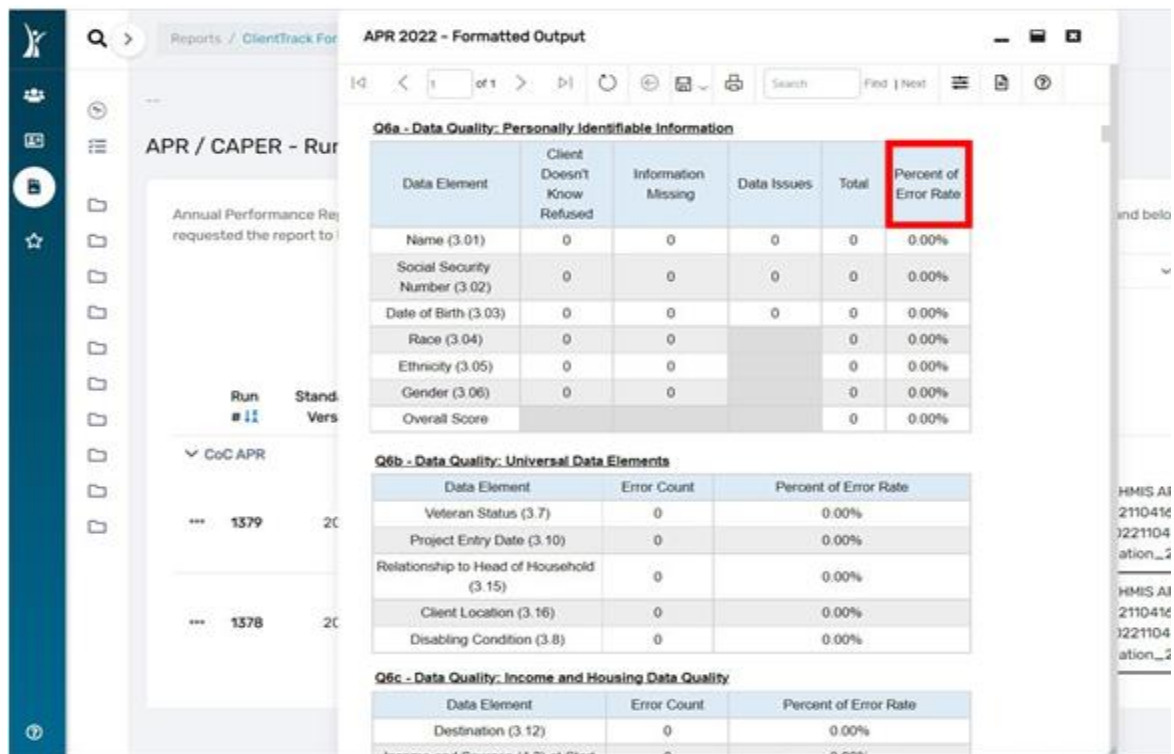
- Once the three files are displayed on your screen, go to the “Report” icon that looks like a document, right above the “star” icon on the left-side blue menu as shown in the image below.
- Select “HMIS Exports”, which is the second file icon on the left-side white menu located in the menu on the left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



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

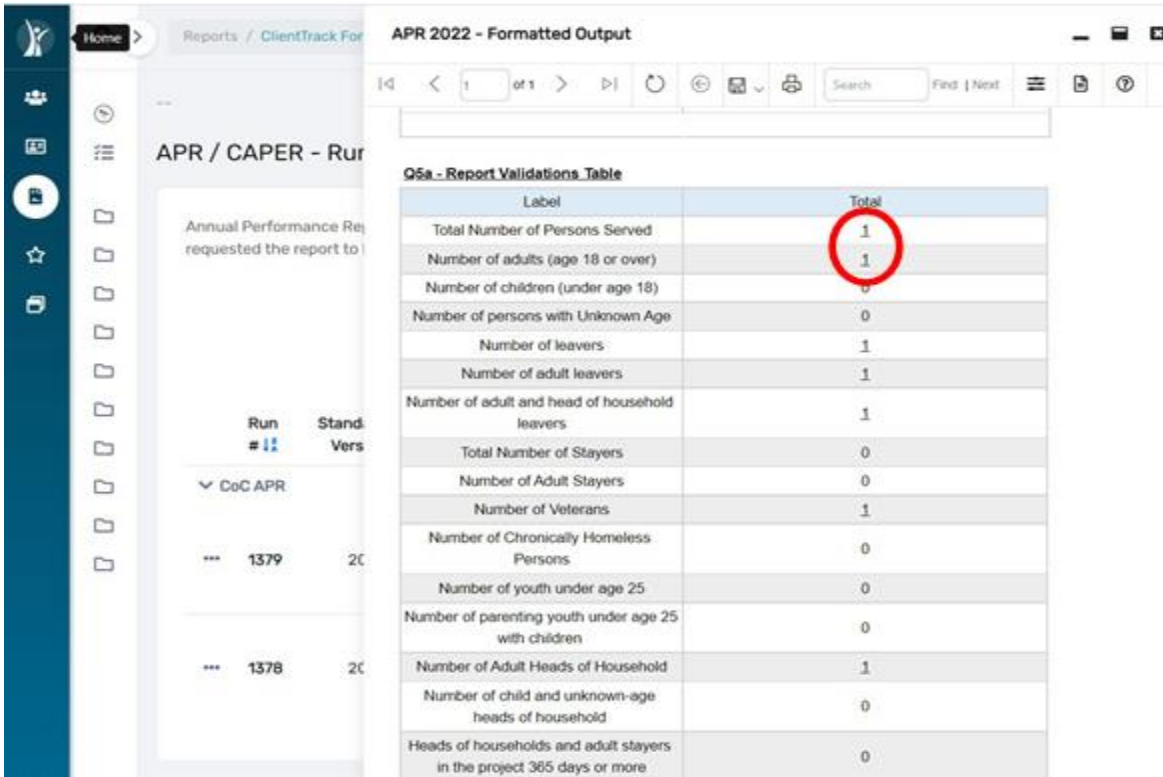


7. A PDF of the APR/CAPER will display on the screen. Scroll down to view each of the “Q#’s” (questions) in the report.
8. Identify all data points with error rates greater than 5% in the “Percent of Error Rate” column. In the screenshot below, all the error rates are 0%. However, if the error rate was greater than 0%, you would see it as well as the count of people triggering that error, which will appear as an underlined number.

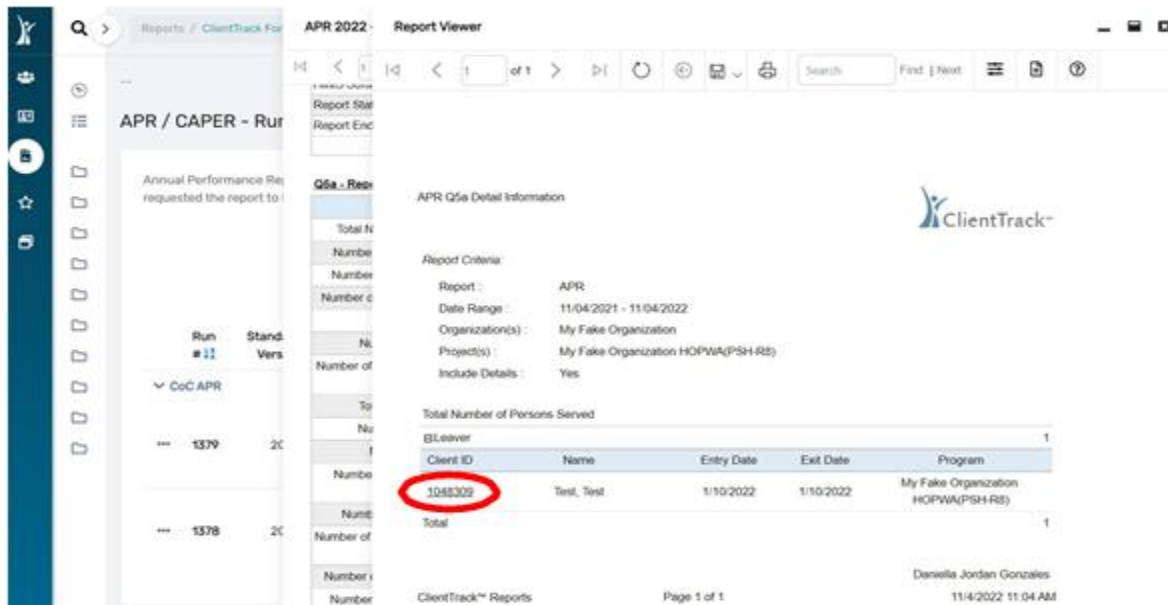


9. To drill down to client level data, click on the “Q#” you need to review.

Click on **“Q6b – Data Quality: Universal Data Elements”** 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

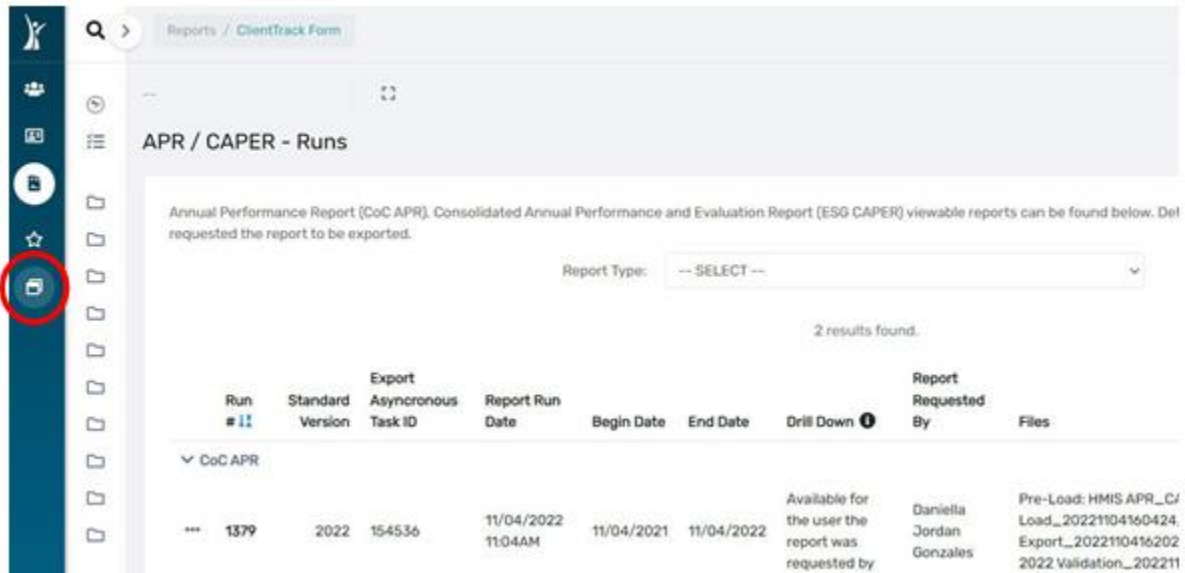


11. You can now click on the **“Client ID#”** which will take you directly to the Client’s Dashboard, as shown in the screenshot above.

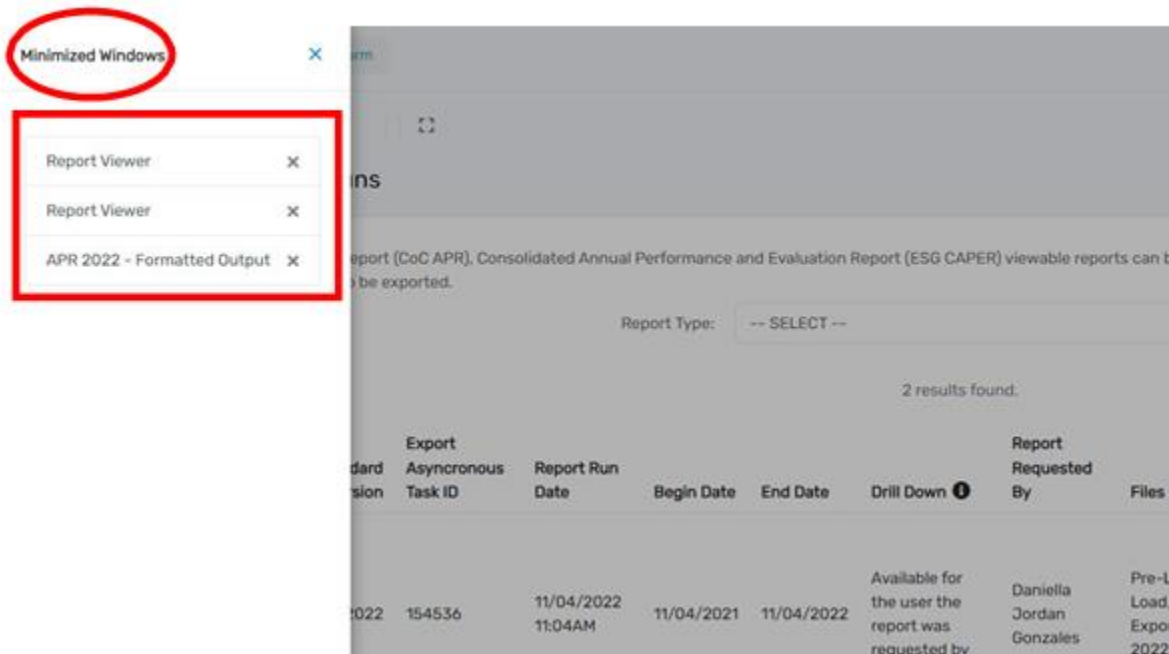
12. To minimize the PDFs on your screen, select the **“minimize”** option on the PDF. The PDF will move to the

“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.



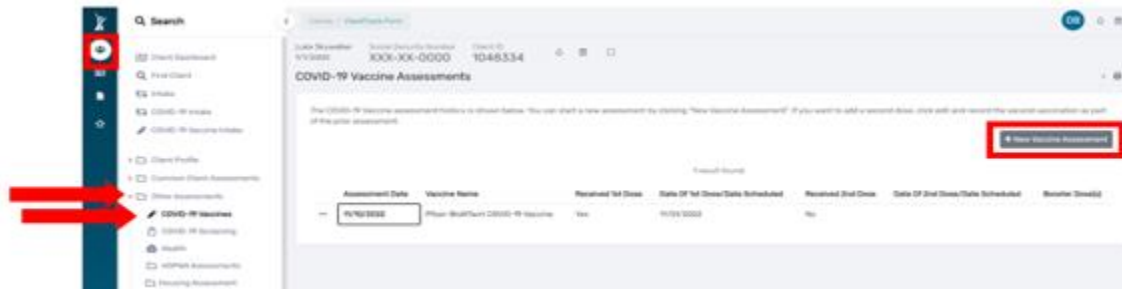
13. You will then be able to see a fly out window that says, “Minimized Windows” and a list of your minimized windows that you can click to make them pop-out again



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 2<sup>nd</sup> dose as well as booster shots if those options are selected.

The screenshot shows the 'COVID-19 Vaccine Assessment' form. The form is divided into sections for the 1st and 2nd doses of the vaccine. The 1st dose section is highlighted with a red box and contains the following fields: 'Date of Vaccine' (11/11/2022), 'COVID-19 Vaccine Manufacturer' (Pfizer-BioNTech COVID-19 Vaccine), 'Location of Vaccination (example: Pharmacy, Mass Vaccination Event, Clinic, etc.)' (CVS), and 'Vaccine Administration Site' (Left Arm). The 2nd dose section is partially visible below.

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