October 1, 2021

Indiana Housing & Community Development Authority

DV CLIENTTRACK USER MANUAL

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

CONTENTS

OBJECTIVES

Thank you for using ClientTrack for your case management needs. ClientTrack is an electronic data collection system for persons who access a variety of services for homeless prevention and/or rapid re-housing services. 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

Grant O. Peters
HMIS Manager
317-232-2872
Gpeters@ihcda.in.gov

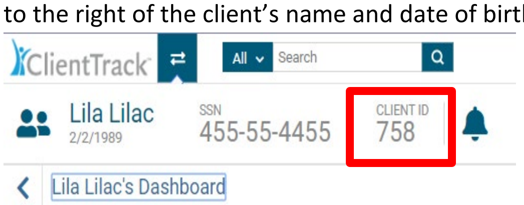
David Boltz
HMIS ESG CV Data Analyst
317-232-1235
Dboltz@ihcda.in.gov

Lori Wood
HMIS/CE Trainer
317-234-6975
lwood1@ihcda.in.gov

Daniella Jordan-Gonzales
HMIS Data Analyst
317.232.8273
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 use the client ID number when emailing the help desk if applicable.**



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

CLIENTTRACK ACCESS

You can access DV ClientTrack with the following link:

https://www.clienttrack.net/IDV

ClientTrack for Domestic Violence Providers

SECURITY POLICIES & PROCEDURES

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

PRIVACY AND CLIENT INFORMATION RESTRICTIONS

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

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

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

CLIENTTRACK COMPUTERS

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

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

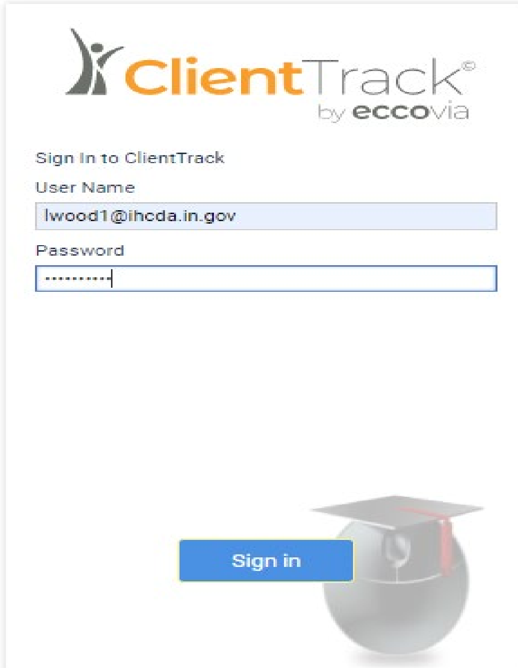
- At least one number
- Between 8 and 12 characters
- At least one non-letter, non-numeric character (! #@$)
- At least one capital letter

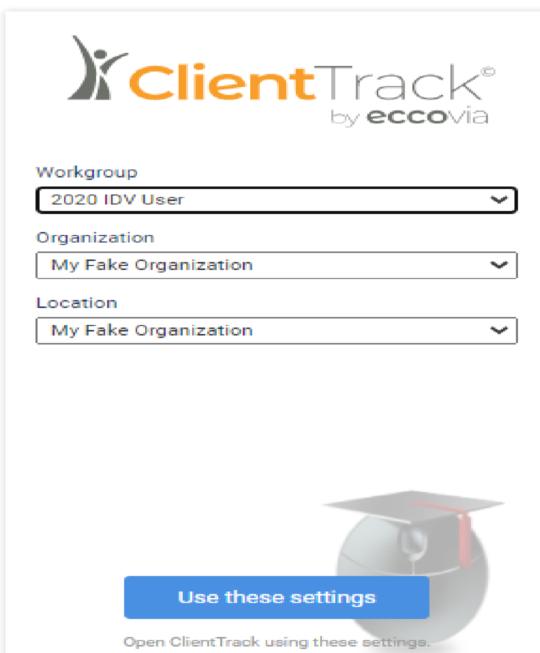
New passwords will be required upon first login. **Accounts are automatically deactivated after 30 days of inactivity for security purposes.** You will be required to change your password every 90 days for security purposes. If you need assistance with your username and password, contact the Help Desk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

LOGGING INTO THE SYSTEM

ClientTrack is a web-based application, and you will need to use an internet browser to access it. ClientTrack works with Google Chrome, Mobile 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 and go to https://www.clienttrack.net/IDV.



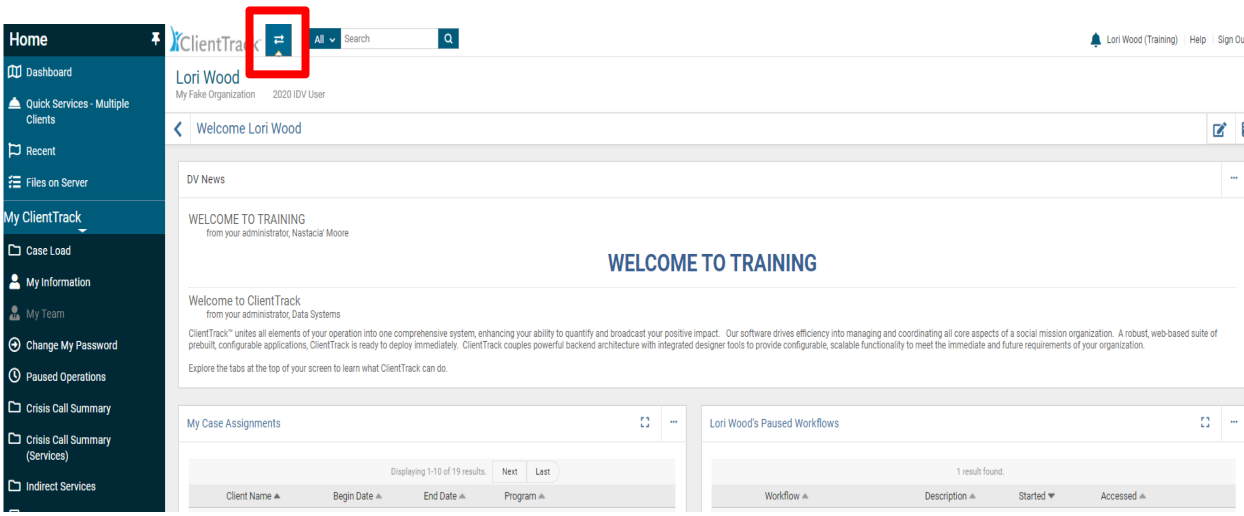


Select the workgroup called **"2020 IDV User."** Also make sure your organization and location are selected appropriately. Click on "**Use These Settings**" to continue. You will be required to "**Accept**" the Terms of Agreement when you log into the system for the first time.

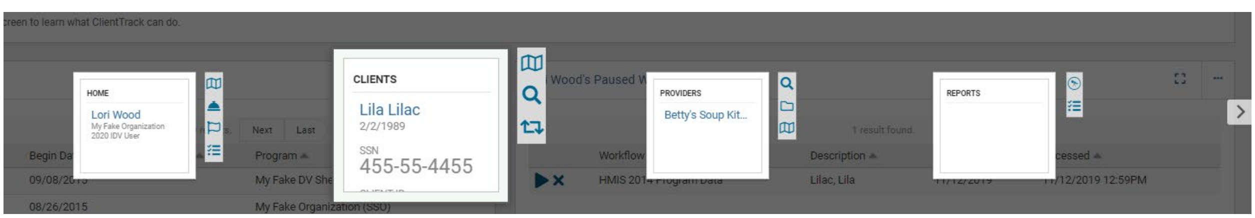
OVERVIEW OF CLIENTTRACK FEATURES

USER DASHBOARD

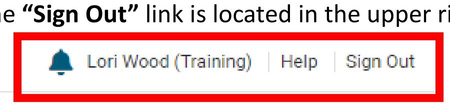
You will be directed to your **User Dashboard** on the **"Home"** screen and notified of any important **"DV News"** items IHCDA wishes to communicate (i.e., upcoming trainings, changes to the system, etc.). This is the first screen you come to after logging into the system.



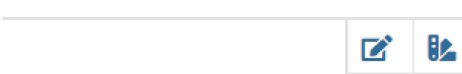
After clicking on that icon, you will see the four boxes (workspaces) appear labeled, **"Home," "Clients," "Providers"** and **"Reports". ** You can toggle between them by clicking on the appropriate box to take you to that section (workspace) within ClientTrack as seen below.



The **"Sign Out"** link is located in the upper right-hand corner of the screen. **Please be sure to "Sign Out" any time you need to leave the database to ensure security of client data.**

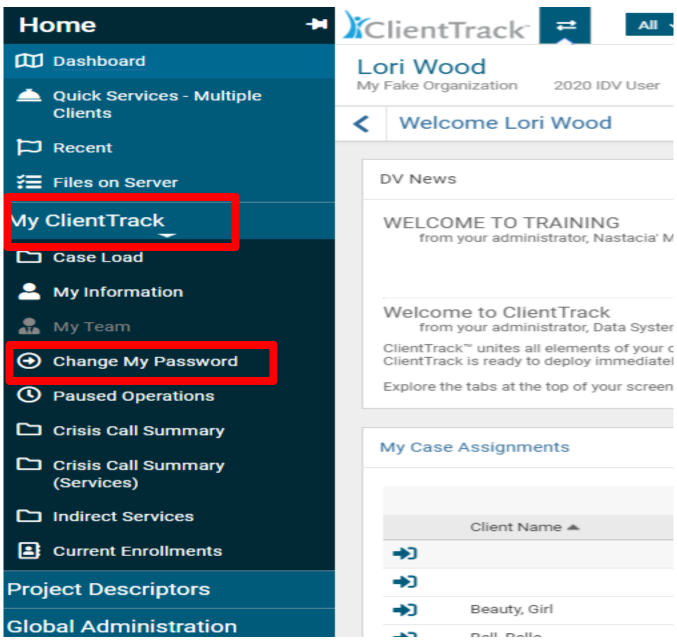


On the **"Home"** screen there is also a list of **Menu Items** that give you easy access to your current case assignments, case notes, and more under **"My ClientTrack."**



When you first log onto the system, you may want to **"Pin"** the menu on the left side of the screen to leave the tool bar open. To **"Pin"** the menu open, click on the "push pin".

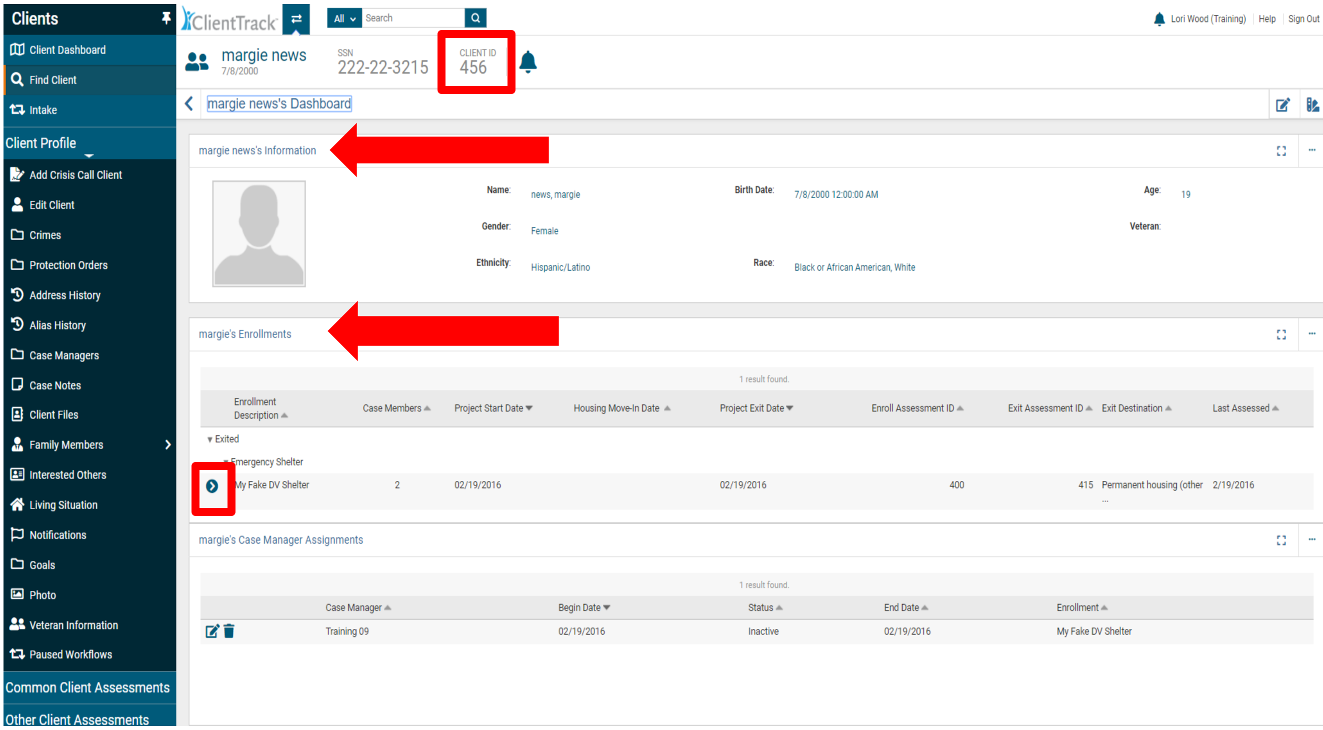
You can also change your password with the **"Change My Password"** link by clicking on **"My ClientTrack."** All the tools are designed to maximize your time and grant you easy access to your cases.

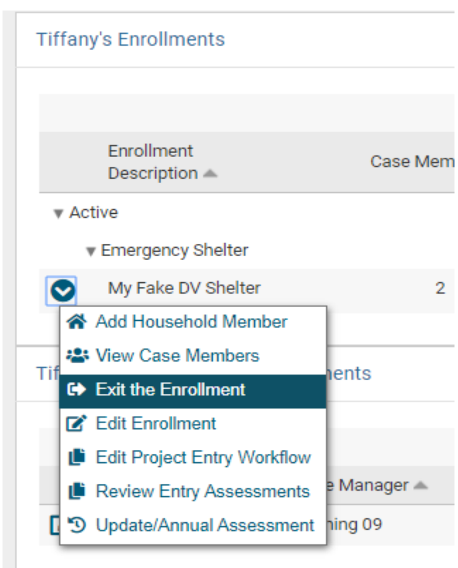


CLIENT DASHBOARD

To access the client dashboard. Click on the double arrow icon then click on the Clients box in the floating menu. 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 blue action wheel, a drop-down list will appear where you can:

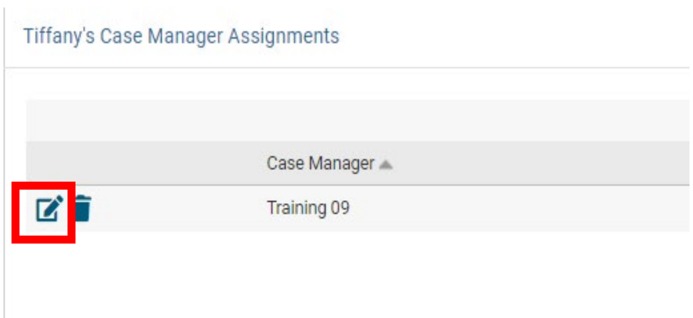




- **Add Household Member** – Use this feature if a new household member needs to be added to the household and enrolled after an enrollment has already been established, i.e., a new baby is born and needs to be enrolled with Mom. Make sure you're on the head of household's client record when adding a family member to the enrollment.
- **View Case Members –** View all case members associated with the specific program enrollment.
- **Exit the Enrollment –** To exit a client, select "Exit the Enrollment" and you will be prompted through the exit workflow for the client and all household members if applicable. If you need to only exit one household member, go to the specific household member's client record, and conduct the exit workflow without exiting the household.

- **Edit Enrollment –** Use this feature to make changes to the enrollment information.
- **Edit Project Entry Workflow –** Use this feature to edit the Project Entry workflow.
- **Review Entry/Exit Assessments** – You can review the assessments completed at entry and exit with this feature without going through the workflow. This is helpful in completing missing data that was not captured at those points in time.
- **Update/Annual Assessment –** Use this feature to update the client's annual assessment.

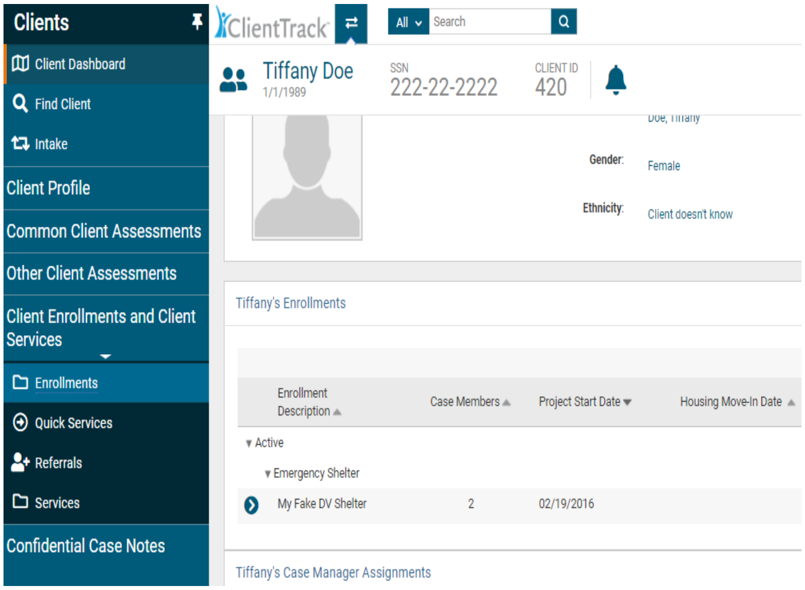
3. **Case Manager Assignments** are located below the enrollments section of the client dashboard. You can manage case assignments here by clicking on "**[Client Name] Case Manager Assignments"** or clicking on the little pencil beside the case manager's name. Clicking on the **recycle bin** beside a case manager's name will delete the case manager from the client record. By clicking on the case manager assignments link, 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.



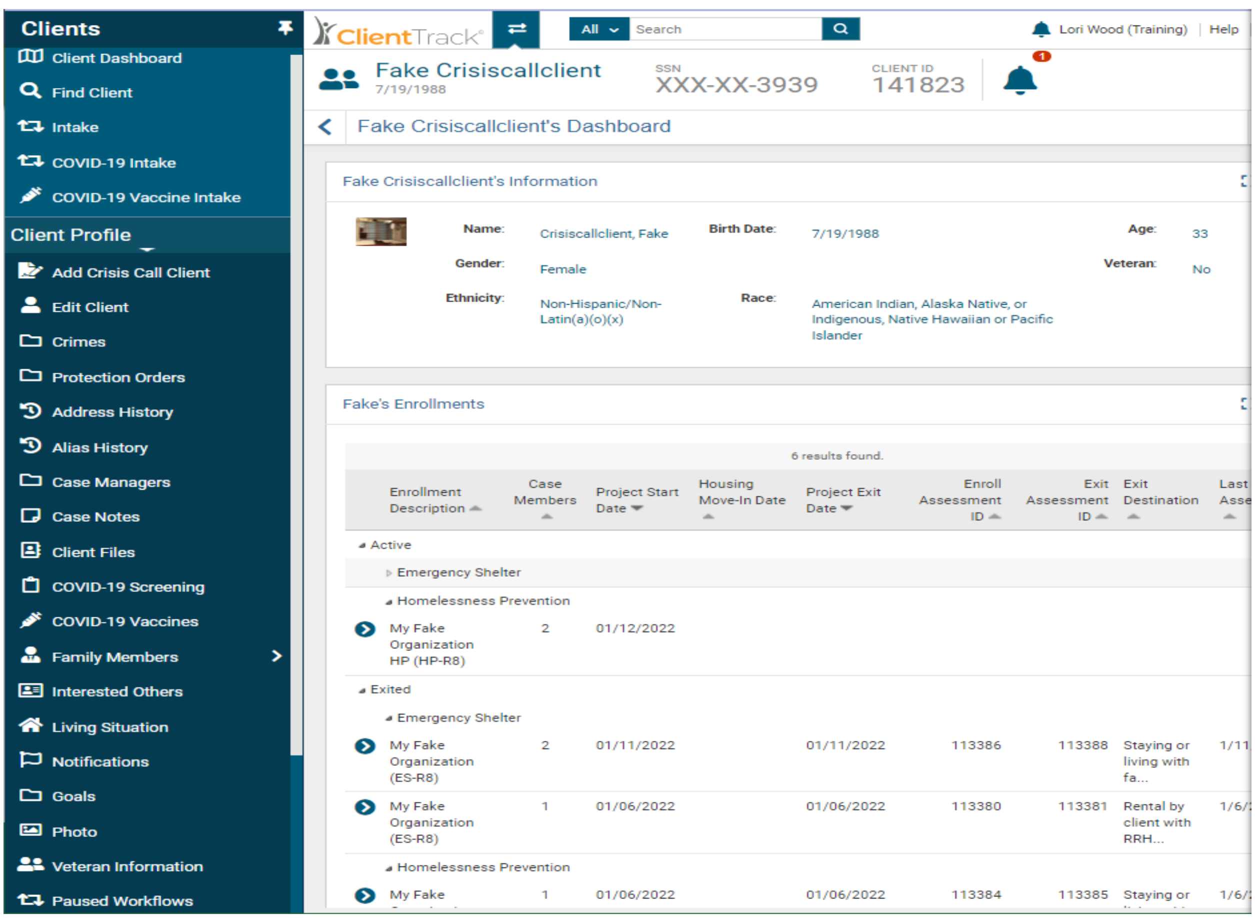
4. **Services** associated with a specific program enrollment will be listed at the bottom of the client dashboard. You can manage your client services by clicking on the **"Client Enrollments and Client Services"** option in the left-hand menu then clicking on **"Services"**.

Case Management Tools

On the **Client Dashboard** you will find a list of menu items on the left-hand side. The following information outlines features, and tools found on the client dashboard, and to access some of these features, you must click on the menu option to cause another list of tools to appear.



- **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.



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

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

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.

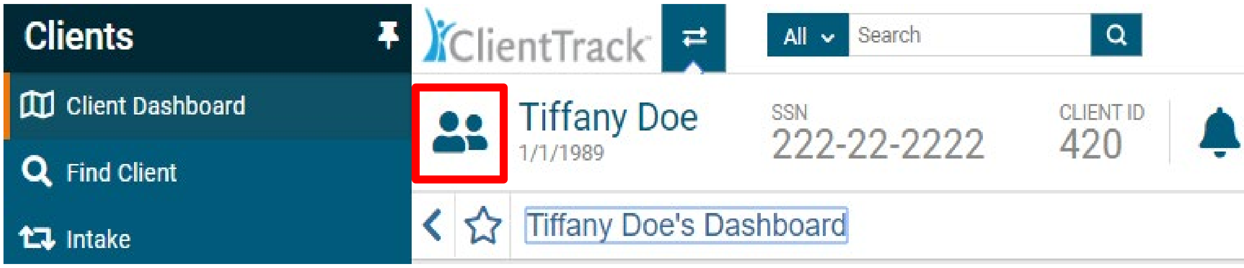
Photo – Allows you to upload a client photo to the client DV ClientTrack record.

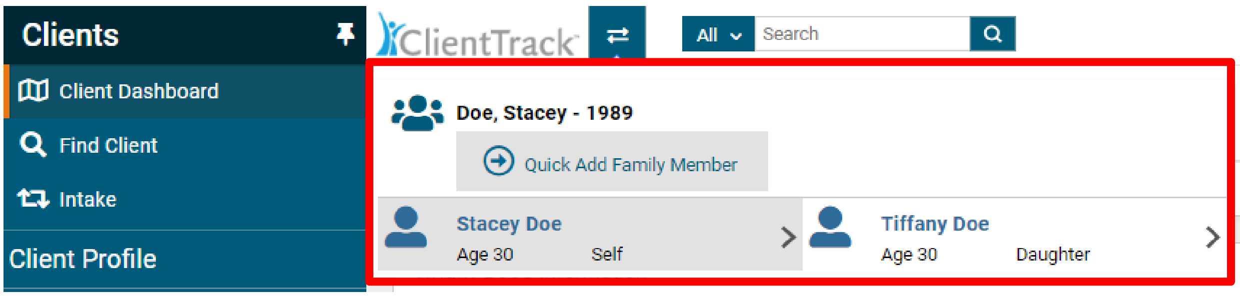
Veteran Information – To document the client's Branch and Discharge Status.

Paused Workflows – This feature displays your paused workflows.

HOUSEHOLD MEMBERS

You can view household members and their client dashboards by clicking on the **family icon** at the top of the client record beside the client's name.



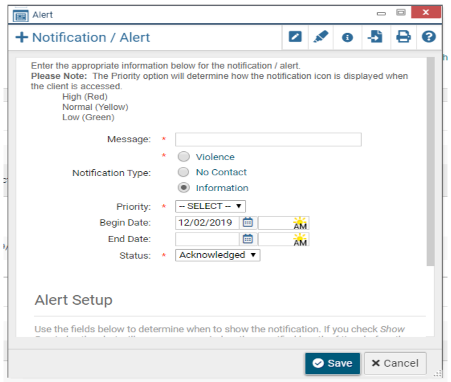


A drop-down window will appear with all the current household members. You can click on the names of the household members in the drop-down window to go directly to his/her client record. You can also use the **"Quick Add Family Member"** link in this window to add new household members. **Please note that you will be able to add household members during an Intake workflow as well.** You may also add a family member to an existing enrollment with the **"Add Household Member"** feature listed when you click on the blue action wheel beside your program enrollment.

NOTIFICATIONS

ClientTrack features a **"Notifications"** tool on the client dashboard allowing you to set up alerts specific to the client, like reoccurring appointments, required documentation, client deadlines, etc. The Notifications tool is located to the right of the client's name and client ID number at the very top of the client dashboard, as well as beneath the Client Profile tab located in the left-hand menu.

To add a new notification, click on the bell and a new window will appear below as seen above. Select **"Add New"** to add a new notification. You can also add a new notification by clicking on the Notifications option located beneath the Client Profile tab, then clicking on Add New Notification/Alert. A new window will open where you can set up the new notification as seen to the left here.

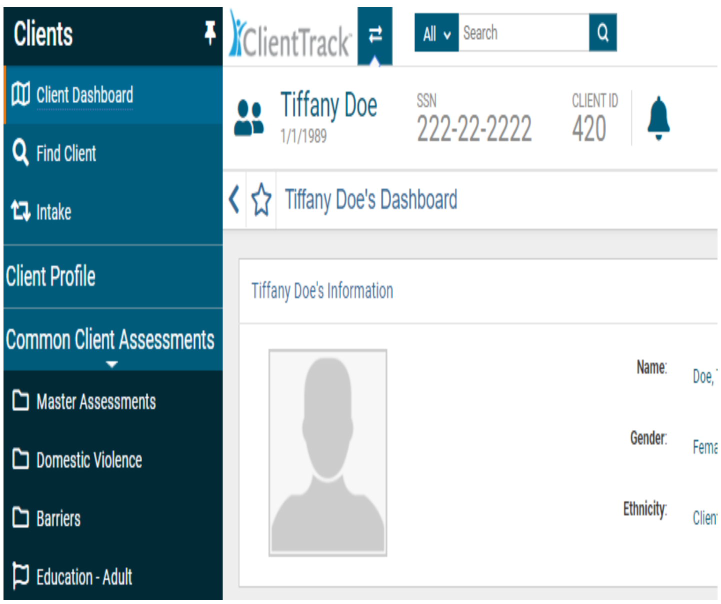


After setting up the notification, you can review your notifications and calendar by clicking on the bell and selecting **"View Notifications."**

MANAGING CLIENT INFORMATION AND PROGRAM ENROLLMENTS

FINDING A CLIENT IN THE SYSTEM

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



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

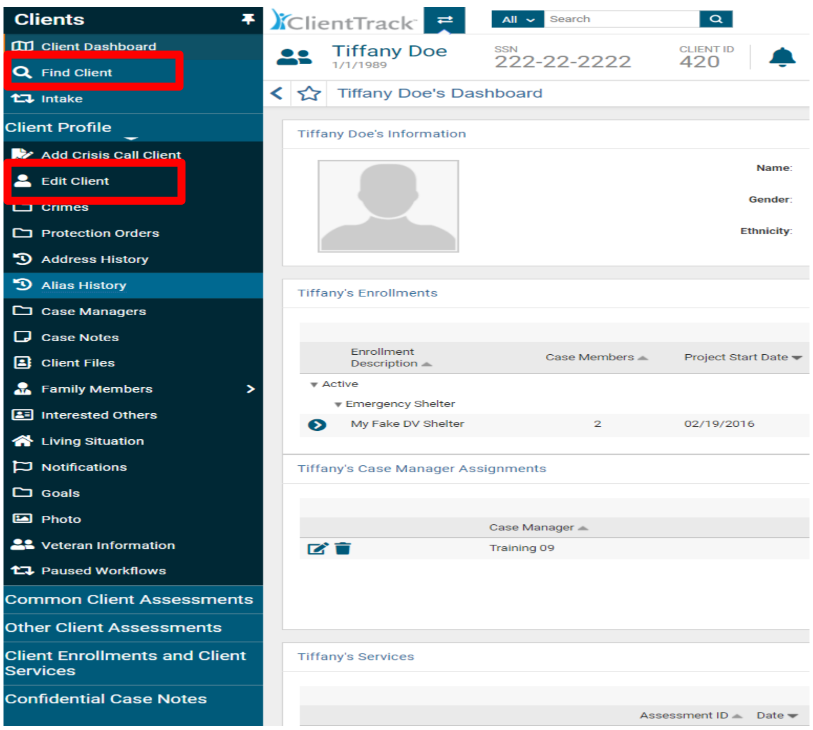
- First two or three letters of the client first/last name (use as few letters as possible of the first and last name to conduct a thorough search)
- Social Security Number
- Birth Date
- Client ID Number

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

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

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.

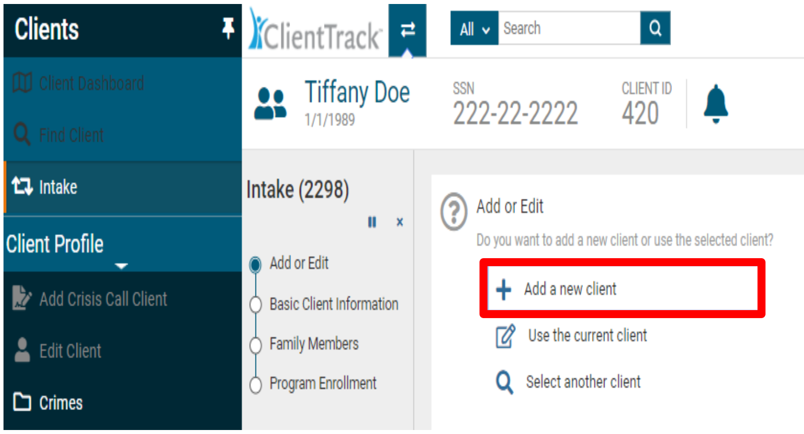
After selecting the client in the search list and going to the client's dashboard, if the client's basic information has changed, click on the "Client Profile" link in the list of menu options found on the left-hand side of the screen then click **"Edit Client**" to make any necessary changes to the 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.***



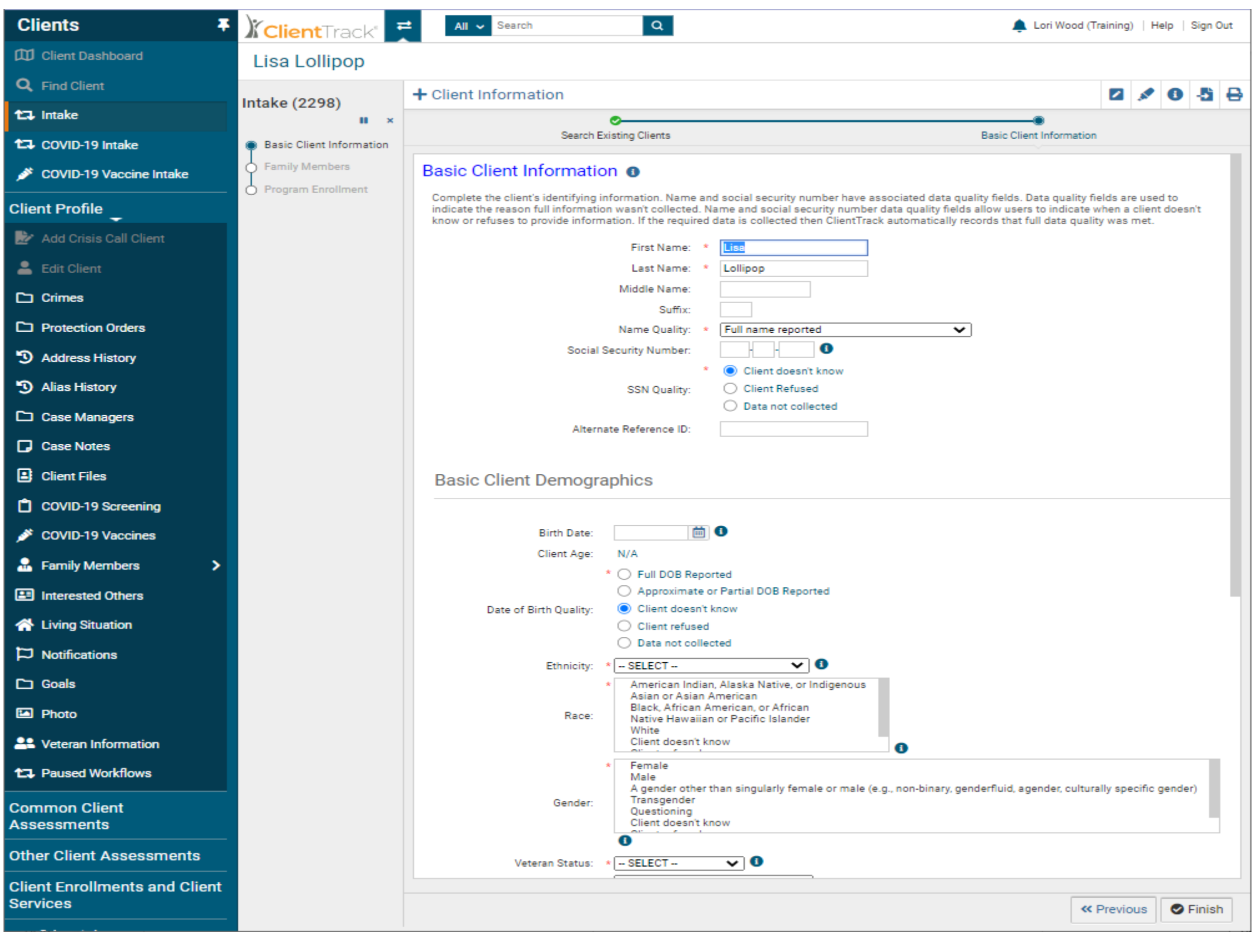
ADDING A NEW CLIENT WITH A PROGRAM ENROLLMENT

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.



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

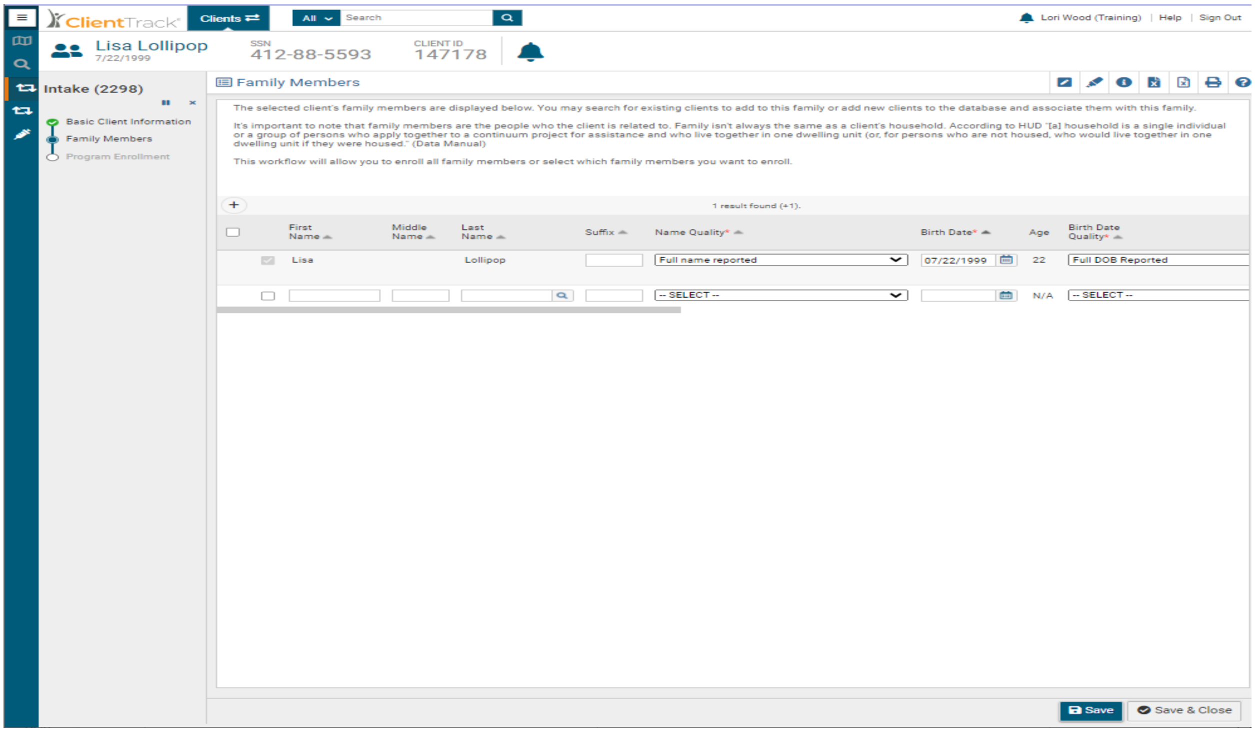


Definitions of Basic Client Information Requirements

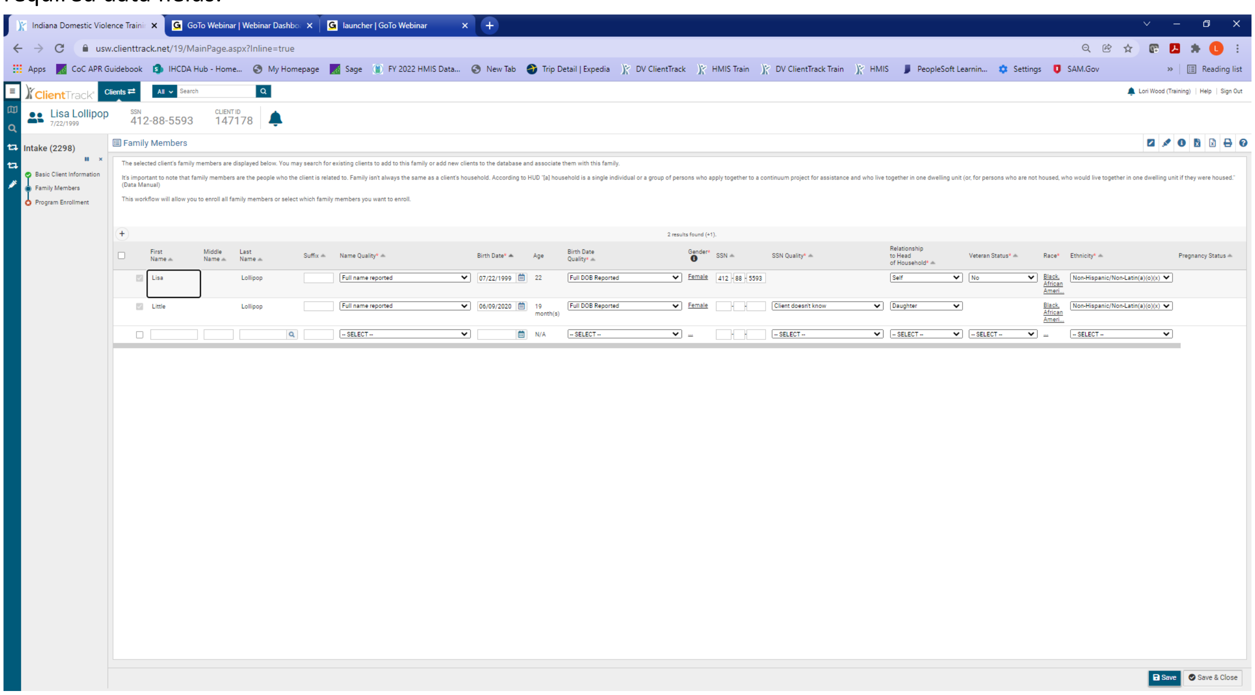
- **First Name -** Legal first name (do not add nicknames in "quotes" because those are not searchable elements).
- **Last Name** – Legal last name.
- **Name Quality** – Describes the quality of the name reported by the client. Options are: Full name reported, Partial, street name, or code name reported, Client doesn't know, Client refused, or Data not collected.
- **Social Security Number (SSN)** – If the client doesn't know or refuses to provide their SSN, **DO NOT under any circumstance enter a fake social security number** such as 123-45-6789, 999-99-9999 or XXX-XX-XXXX. Select the data quality option that best reflects the client's response. Please note that "Data not collected" means that the question was not asked of the client and will report as missing on the APR. If the client doesn't know, the best selection is "Client doesn't know."
- **SSN Quality** – Pre-filled by the system based on the data entered in the Social Security Number field.
- **Alternate Reference ID** – This field is used for assigning clients an AR ID when the client chooses to enter the Coordinated Entry System anonymously.
- **Birth Date** – Month, day, and year the client was born. Again, do not make up a birth date. Choose the appropriate data quality option that best reflects the client's response.
- **Client Age** – Pre-filled by the system based on the data entered in the Birth Date field.
- **Date of Birth Quality** – Pre-filled by the system based on the data entered in the Birth Date field.
- **Ethnicity** – Hispanic/Latin(a)(o)(x), Non-Hispanic/Latin(a)(o)(x)
- **Race** – A person can identify with multiple races, and this is a multi-select box that allows for multiple races to be checked at once.
- **Gender** – Select the gender with which the client identifies. Click on all that apply. Female, Male, A gender other than singularly female or male (e.g., non-binary, genderfluid, agender, culturally specific gender), Transgender, Questioning.
- **Veteran Status** – Select the appropriate response as reported by the client. If you select "Yes" for Veteran Status here, you will be prompted in the workflow to complete the Veterans Assessment.
- **Address** – Add the address where the client currently resides (emergency shelter, etc.). If the client enters emergency shelter, you should use their previous address.
- **Family** – Do NOT enter anything in the "Family" field. ClientTrack will create a household/family account automatically.
- **Relationship to Head of Household** – When entering the first client in the household, the system will default to "Self." It is imperative this information is entered correctly for ALL household members. Otherwise, your reports will not accurately reflect the clients and household make-up.

ADDING HOUSEHOLD MEMBERS

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



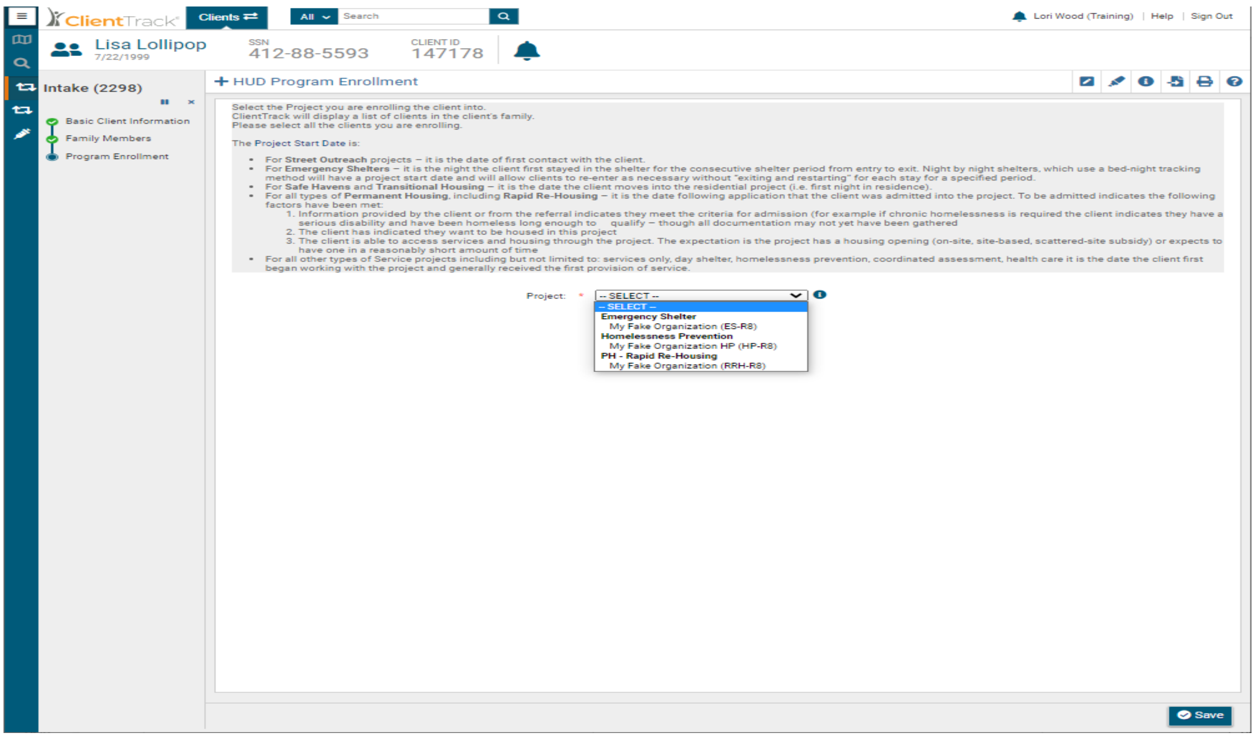
The system will automatically conduct a search for the new household member after you enter the first and last name. If the new household member is already in the system, click on the appropriate name in the search list that appears in the new window to attach the existing client record to the household.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

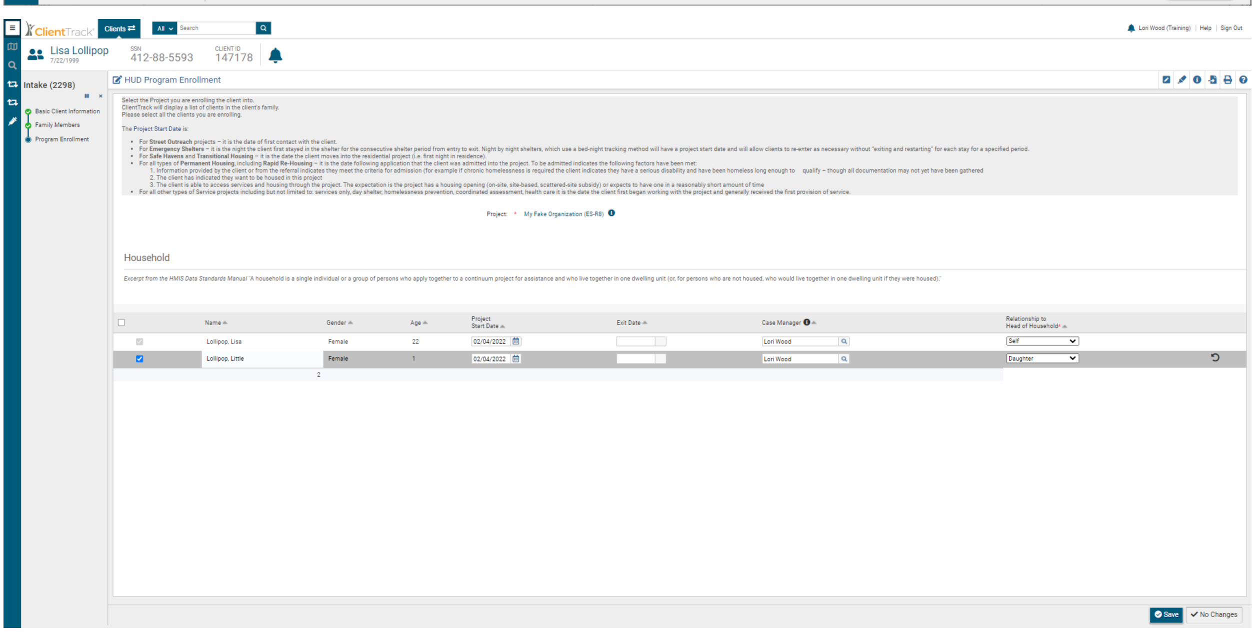


Click **"Save & Close"** when finished adding household members.

PROGRAM ENROLLMENT

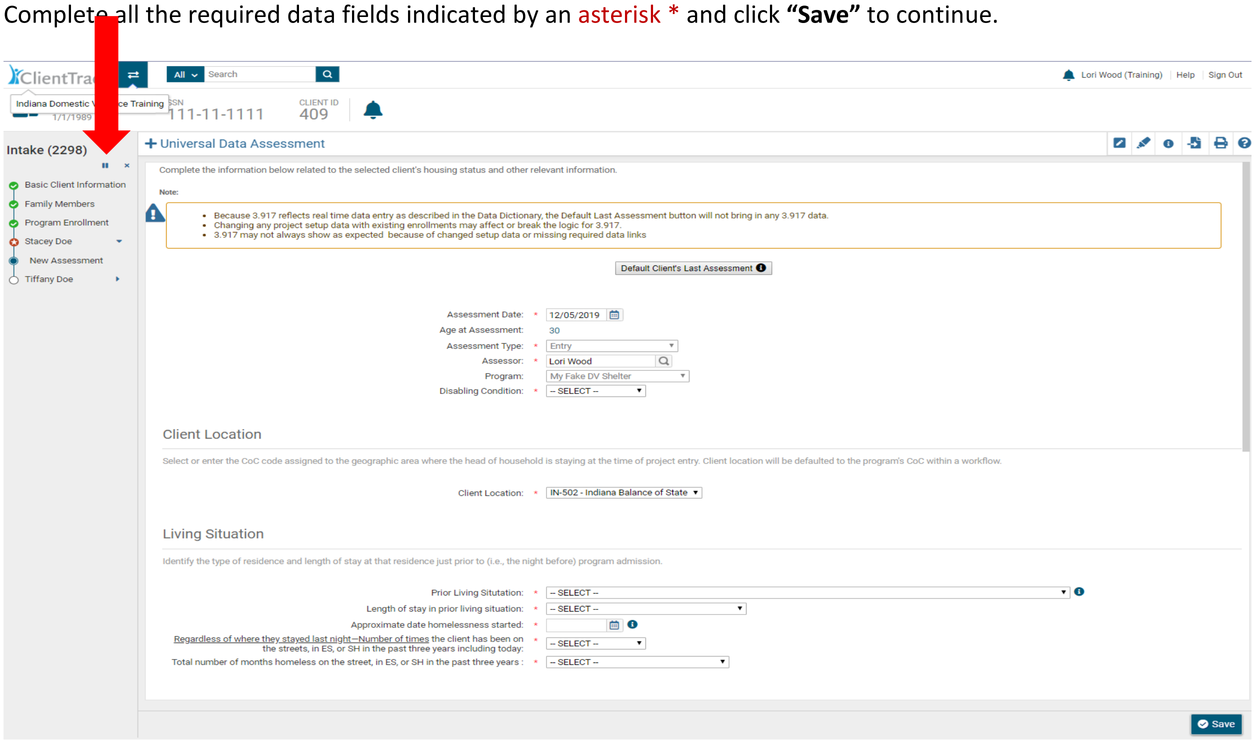
Programs vary in their data requirements and ClientTrack will prompt you through the workflow to collect all of the required HUD data elements for your specific program. Please note that all fields with an asterisk * are required data fields and you will not be able to proceed in the workflow until all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





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

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

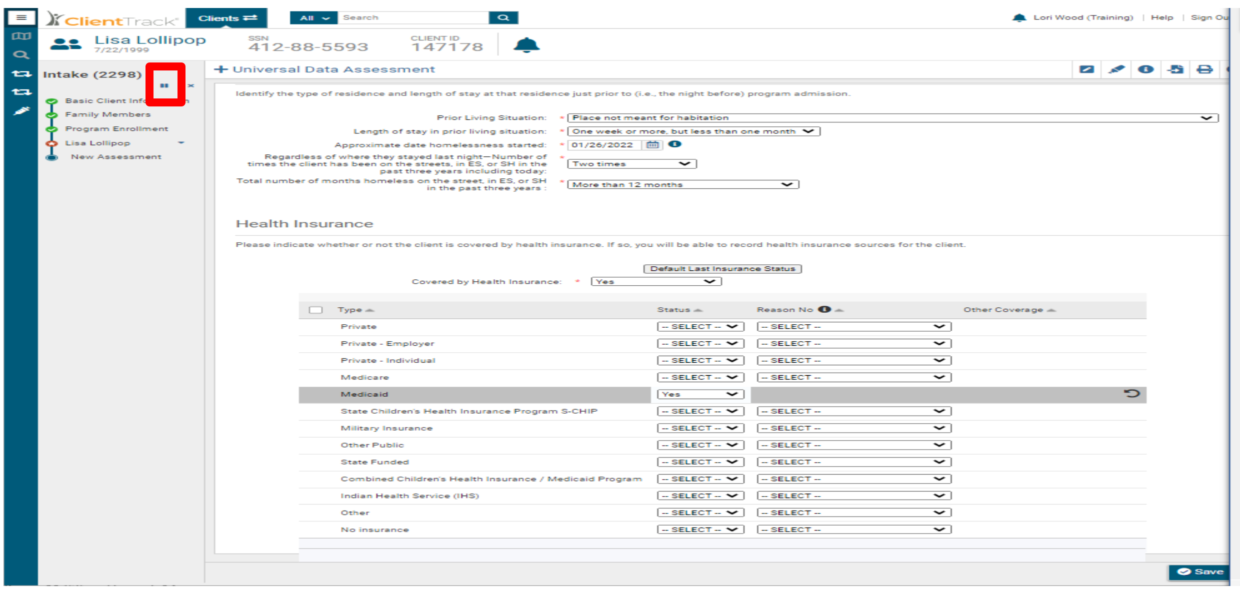


[Definitions of Universal Data Assessment Requirements]()

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

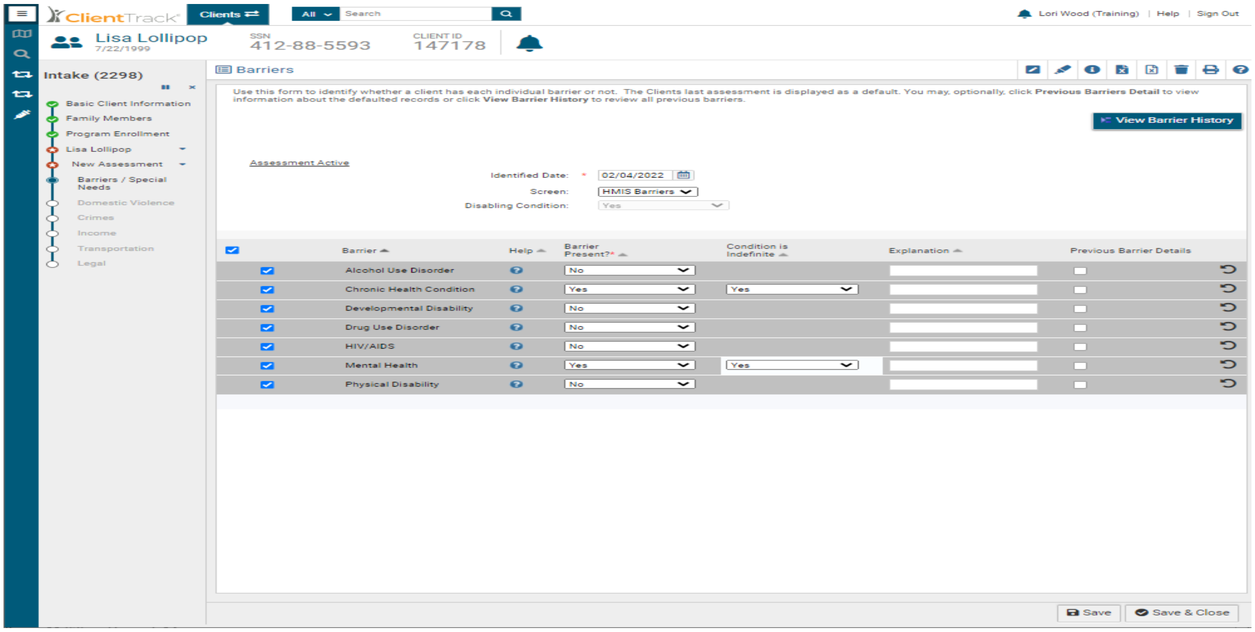
- **Client Location** – Defaulted information that is set up with your program in the system. If this information is missing when completing an assessment, please contact the DV Help Desk.

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



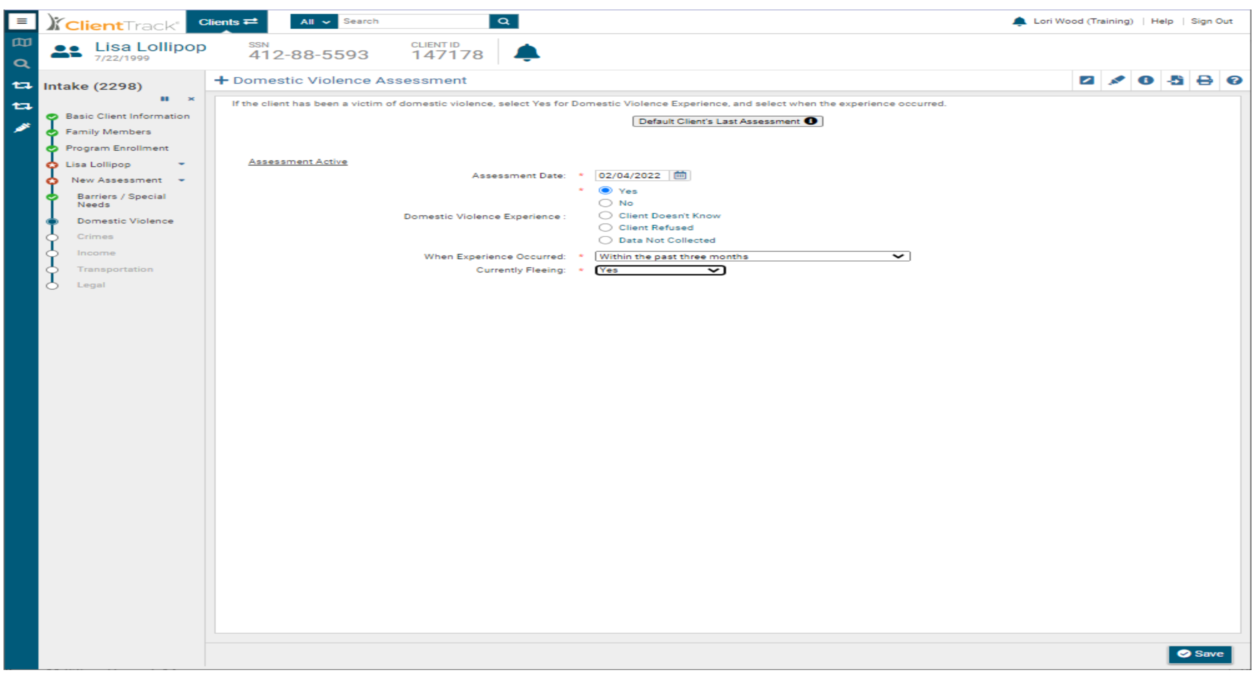
HMIS BARRIERS ASSESSMENT FOR INTAKE WORKFLOW

Each Barrier must have the "Barrier Present" field completed. Click on the drop-down box **"Barrier Present"** for each barrier listed and select the client's answer and change the status to **"Yes."** Complete any required fields that appear after selecting that specific barrier. 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).

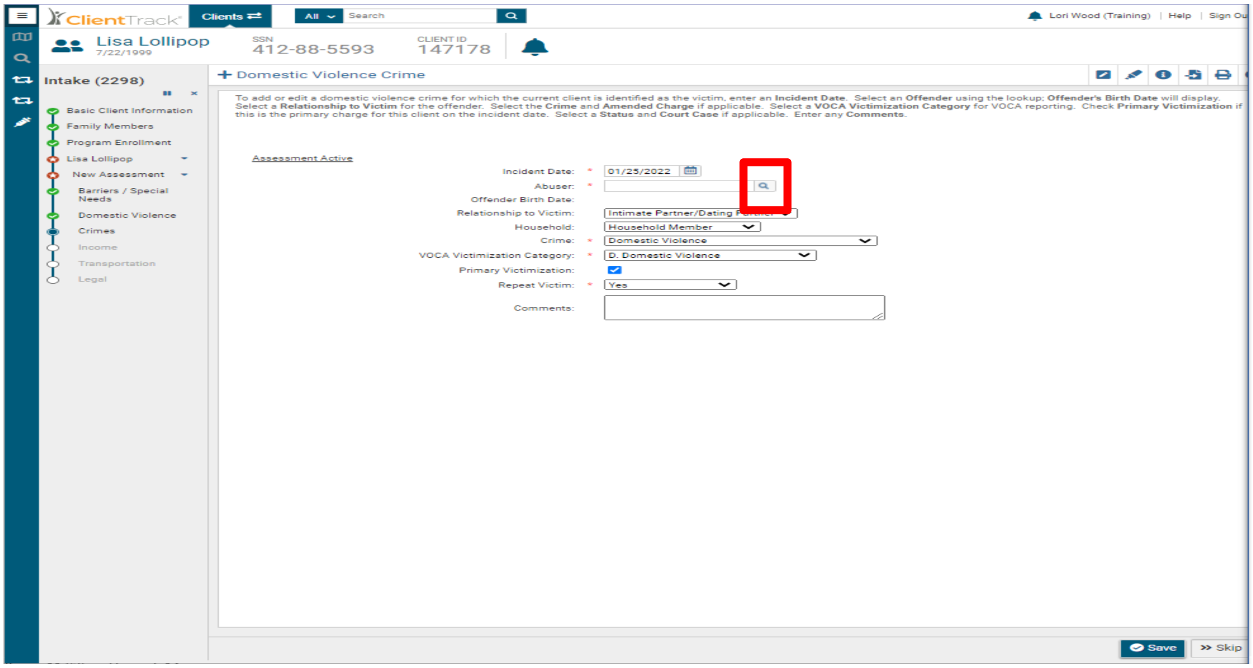


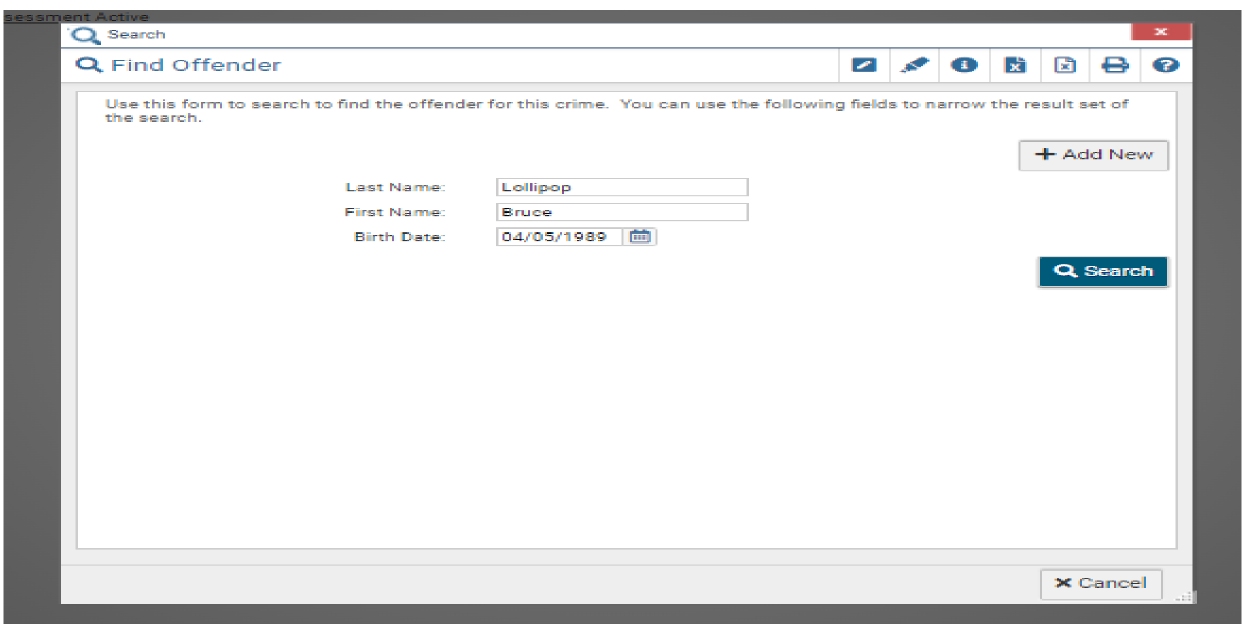
If **no barriers** are present at enrollment, select all barriers and leave the **"Barrier Present"** status as **"No"** and click **"Save & Close."**

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.

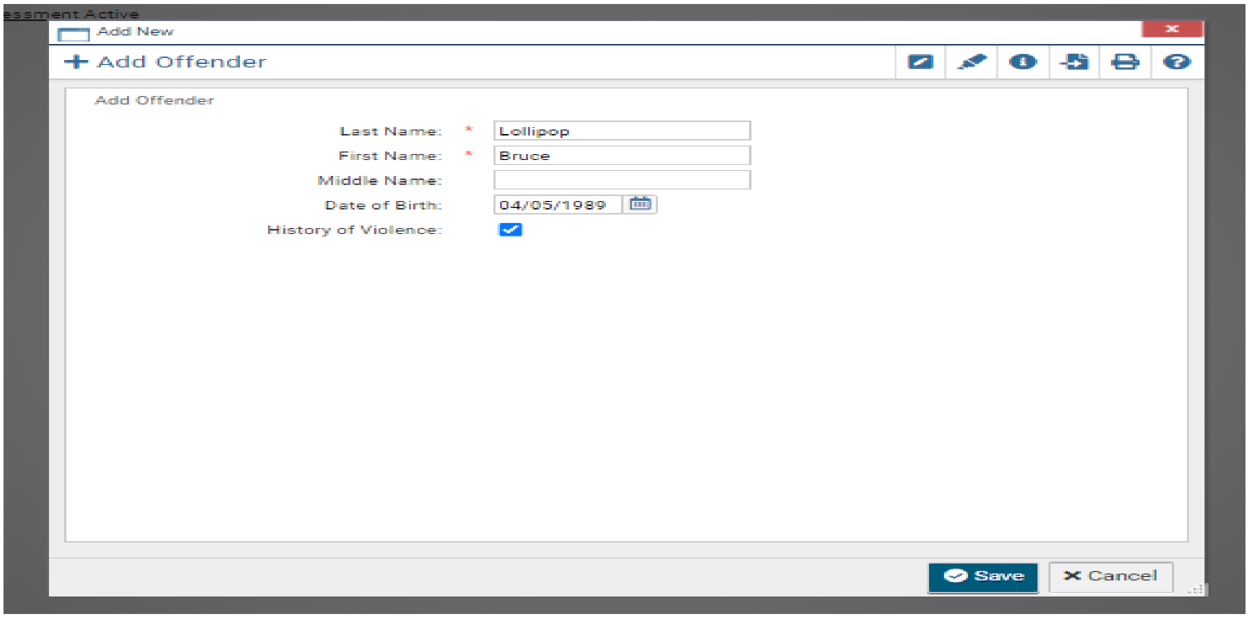


DOMESTIC VIOLENCE CRIMES ASSESSMENT



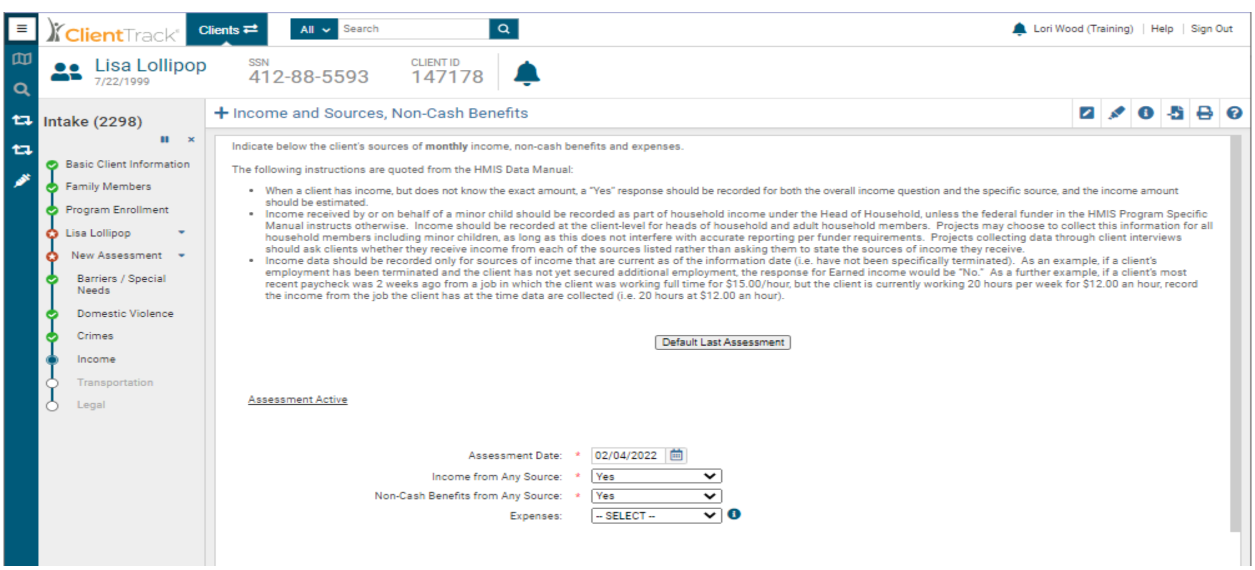


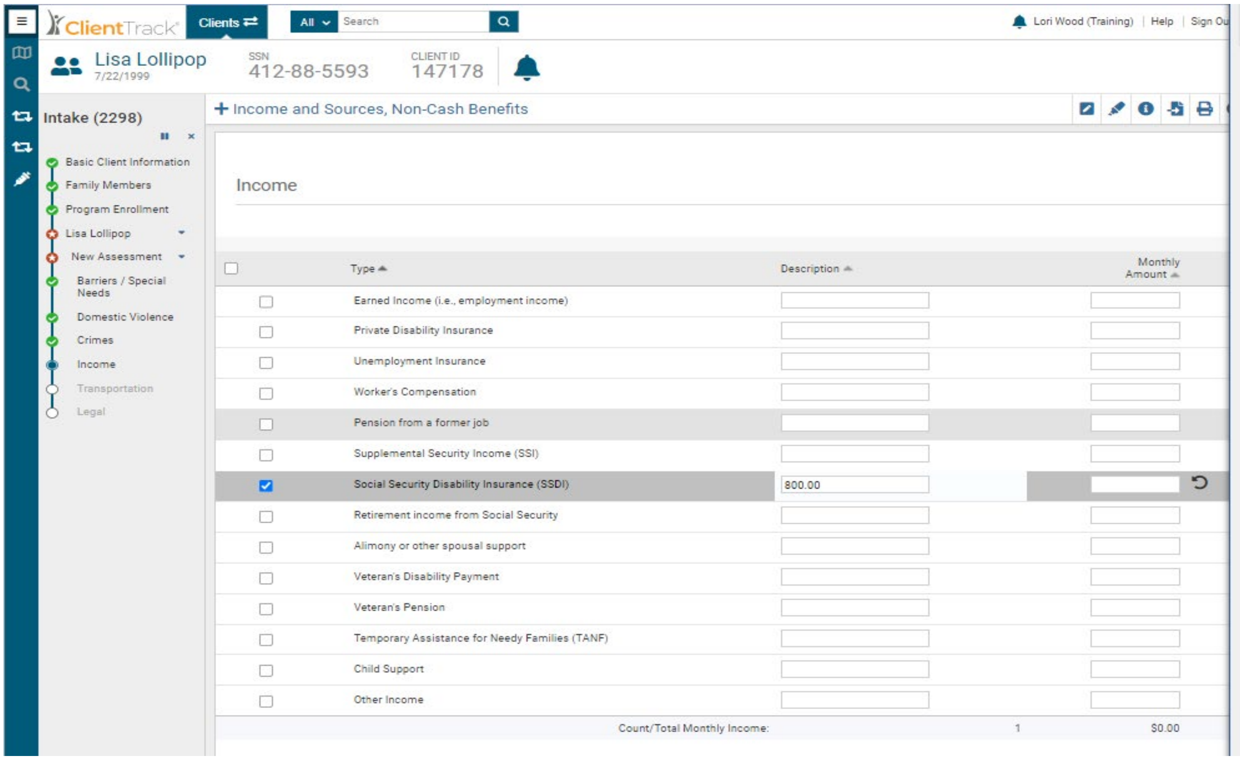
A new window will appear when you click on the spy glass where you can search for an existing name in the system. If a name is already in the system, select that name in the search list to add the person to the Crimes Assessment as the **"Abuser**." If the individual is not in the system, you can add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



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

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





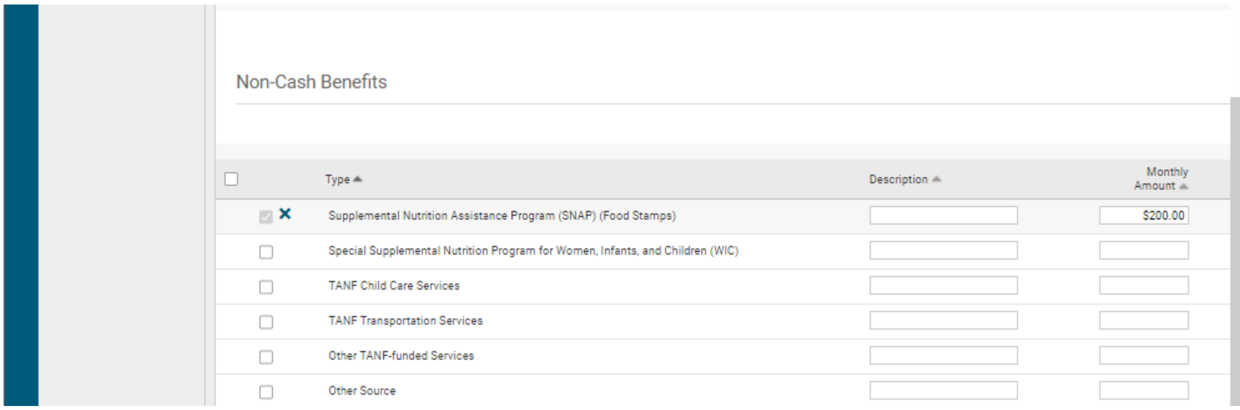
Definitions of Sources of Income

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

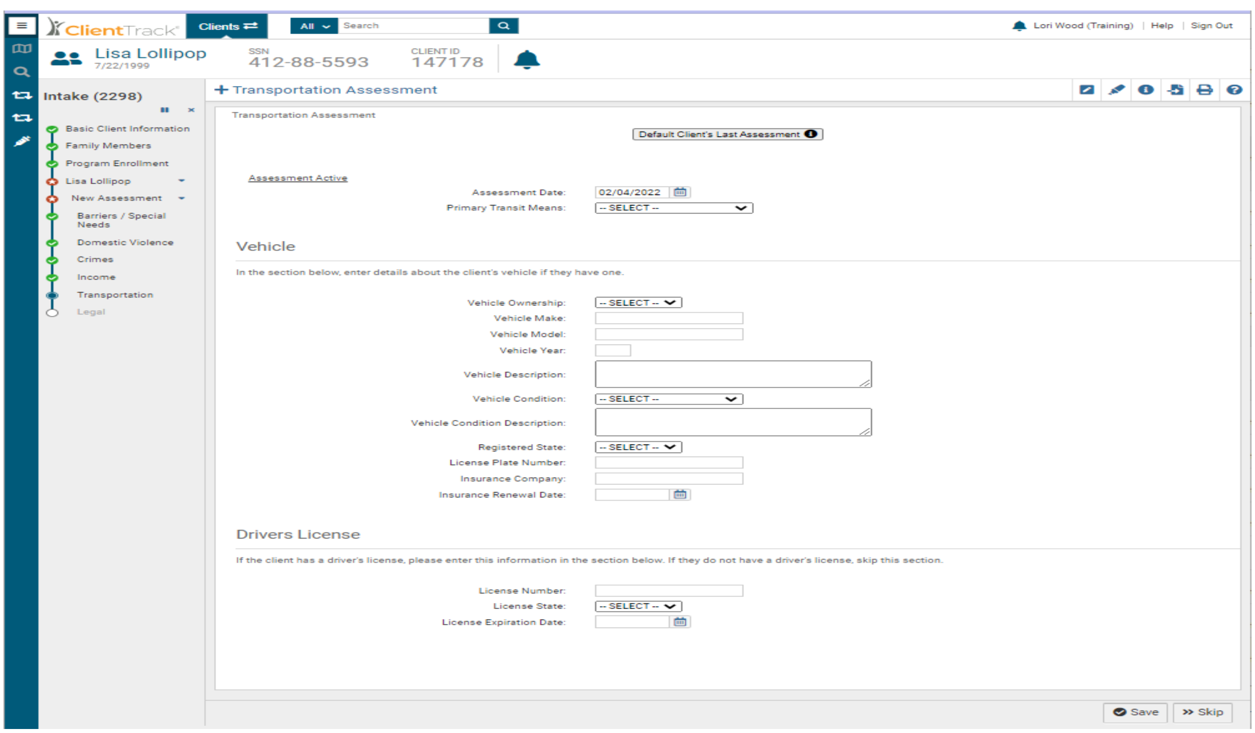
Definitions of Non-Cash Benefits

- **Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)** – Monthly payments issued by the government to persons with low income that can be redeemed for food at stores.
- **Special Supplemental Nutrition Program for Women, Infants and Children (WIC**) – A program geared toward supplying nutritional food for at risk pregnant women and their families.
- **TANF Child Care Services** – Childcare funding assistance
- **TANF Transportation Services** – Transportation funding assistance

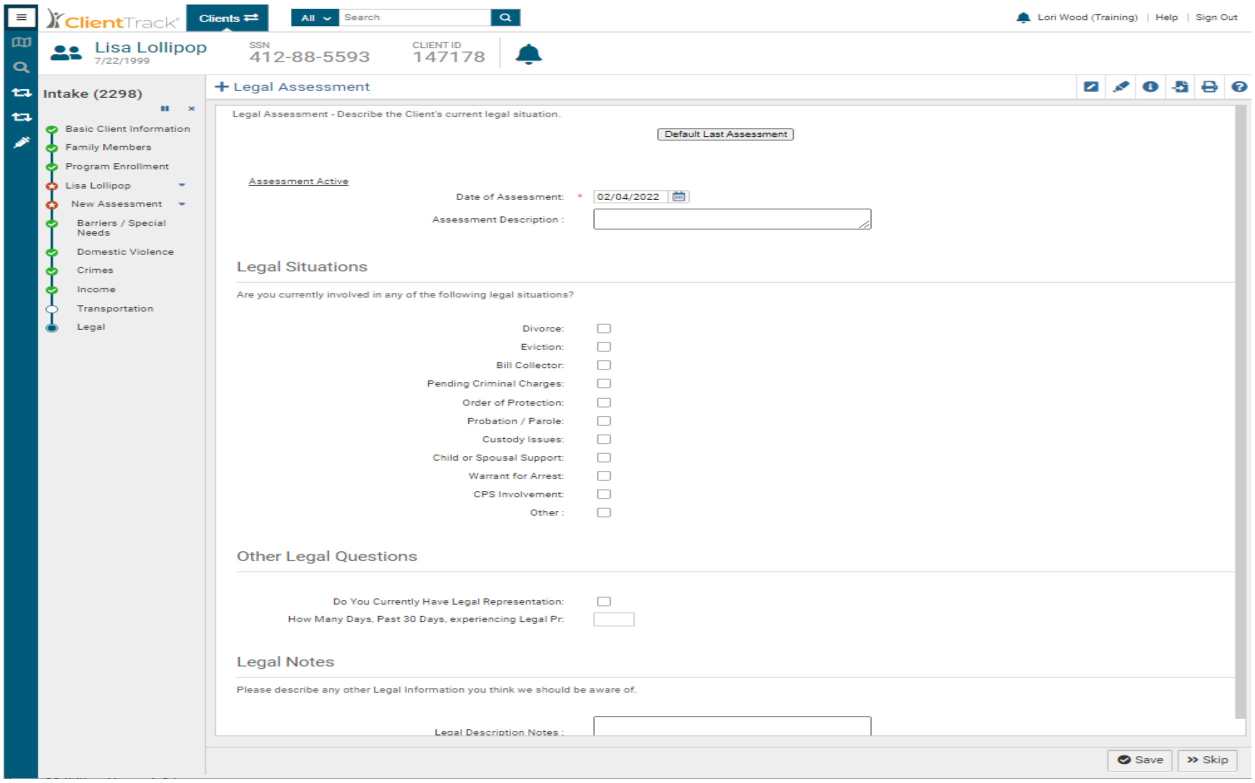
- **Other Source** – Any source not previously listed above.



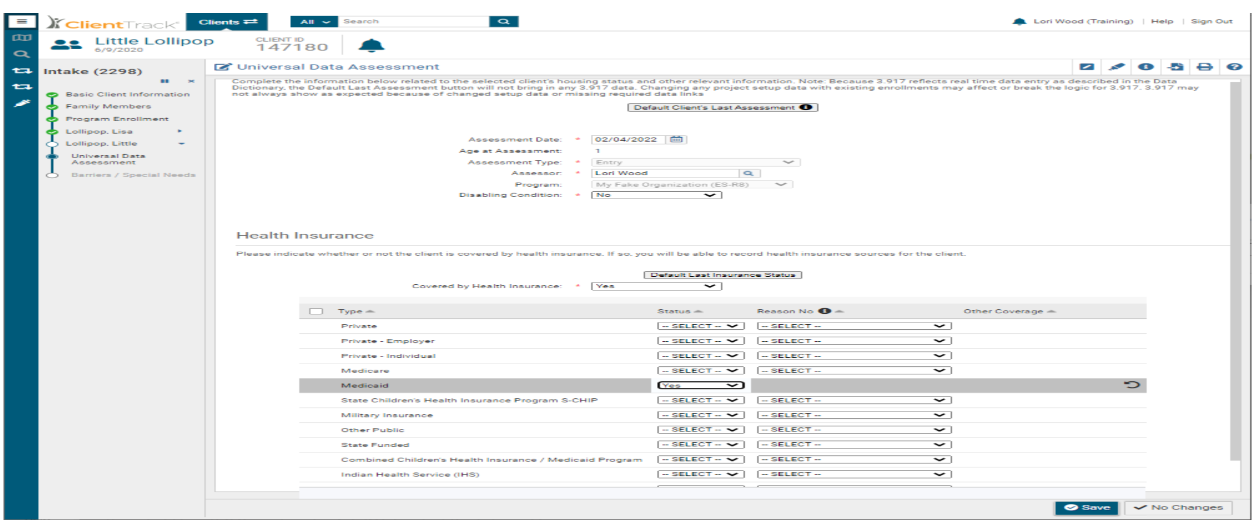
Complete the Transportation Assessment and click **"Save"** to continue in the workflow. This assessment is not required, and you may **"Skip"** the assessment if your agency does not utilize this assessment.



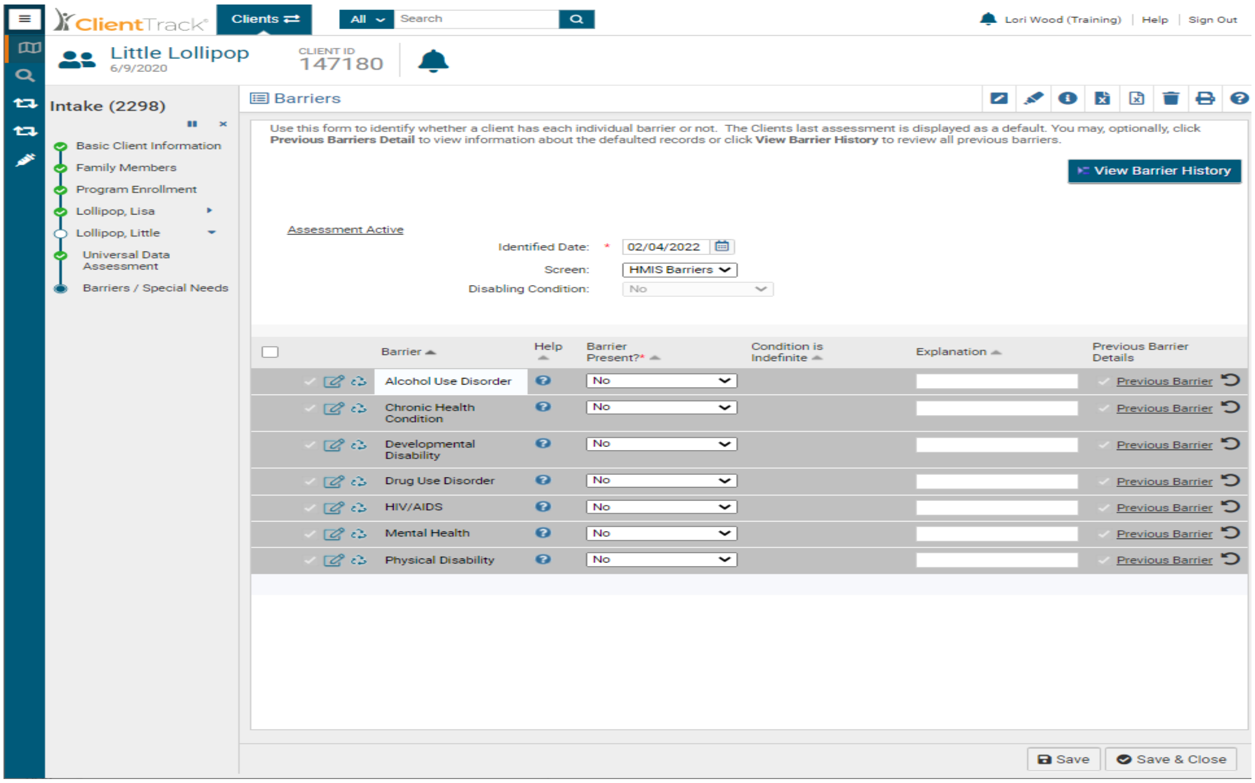
Complete the Legal Assessment and click **"Save"** to continue in the workflow. This assessment is not required, and you may **"Skip"** the assessment if your agency does not utilize this assessment.



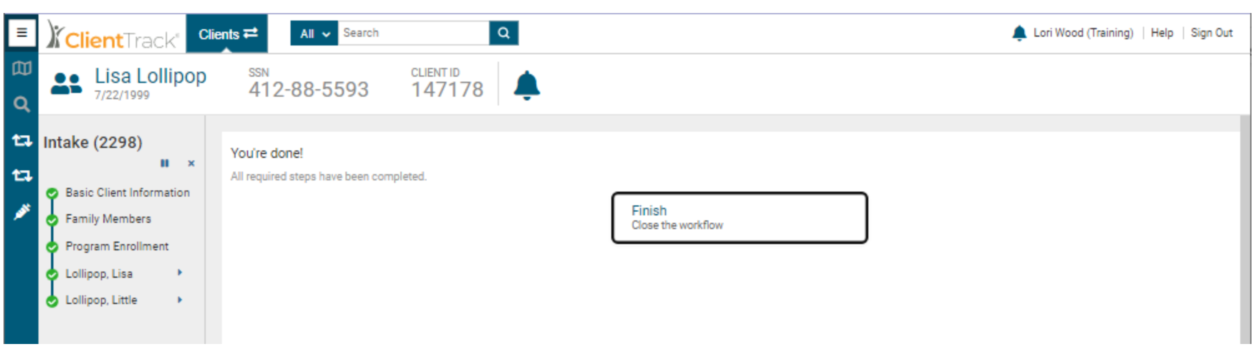
Complete the required data elements for the child on the DV Universal Data Assessment. Click **"Save"** when finished with the assessment to continue in the workflow.



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."**



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

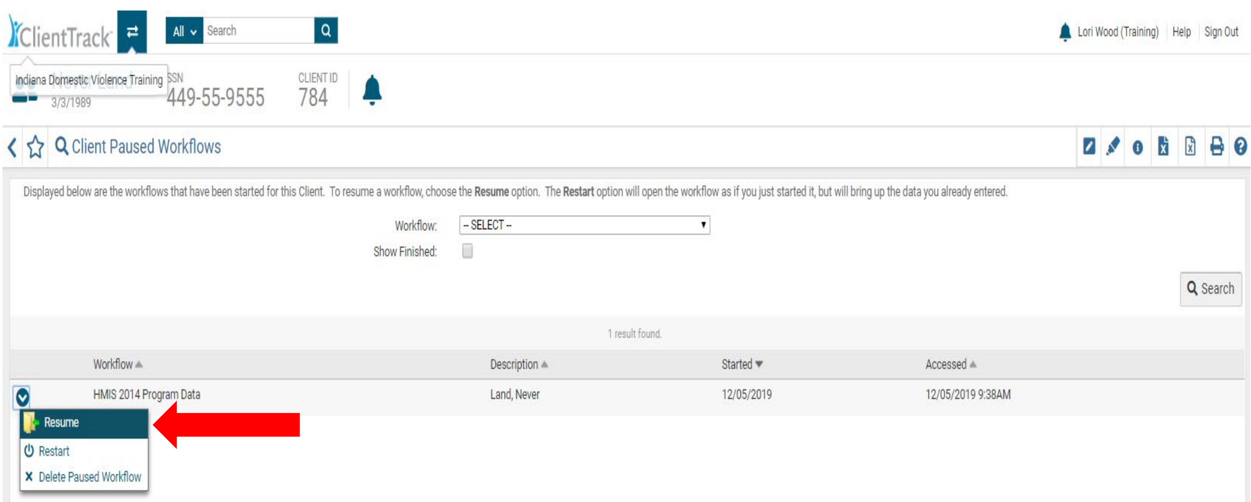


If you need to go back and change information entered in the workflow prior to finishing, you can click on the specific section of the workflow you wish to return to in the workflow window that appears on the left-hand side of the client record. Clicking on the link beside the green dot will take you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

PAUSING A WORKFLOW

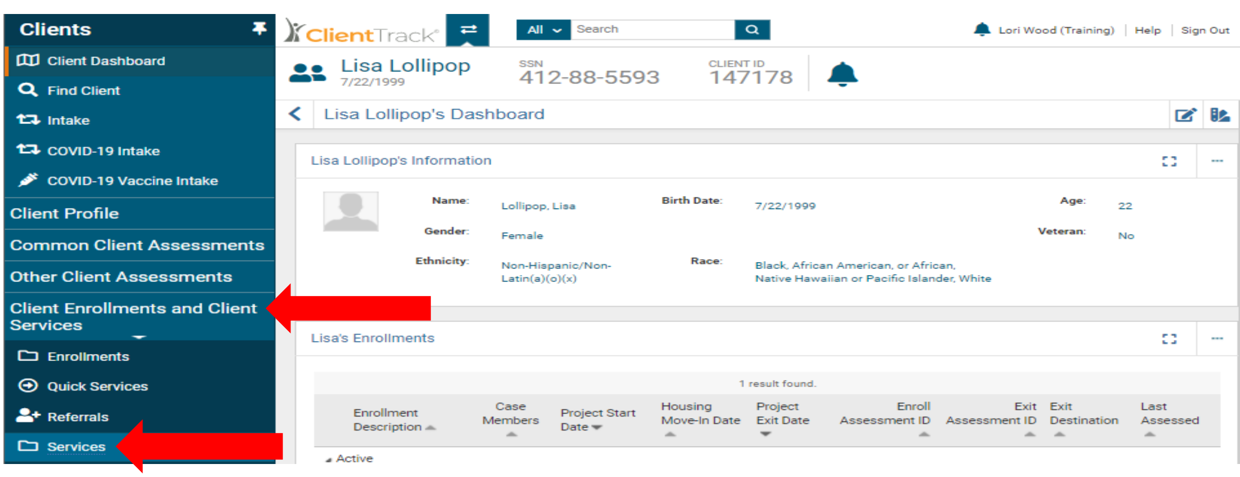
You may also **"Pause"** a workflow by clicking on the pause button located in upper right-hand corner of the workflow window beside the black **"X"** (as seen on page 20 in the red box with the red arrow). The black **"X"** will delete the workflow. The pause feature will allow you to pause the workflow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

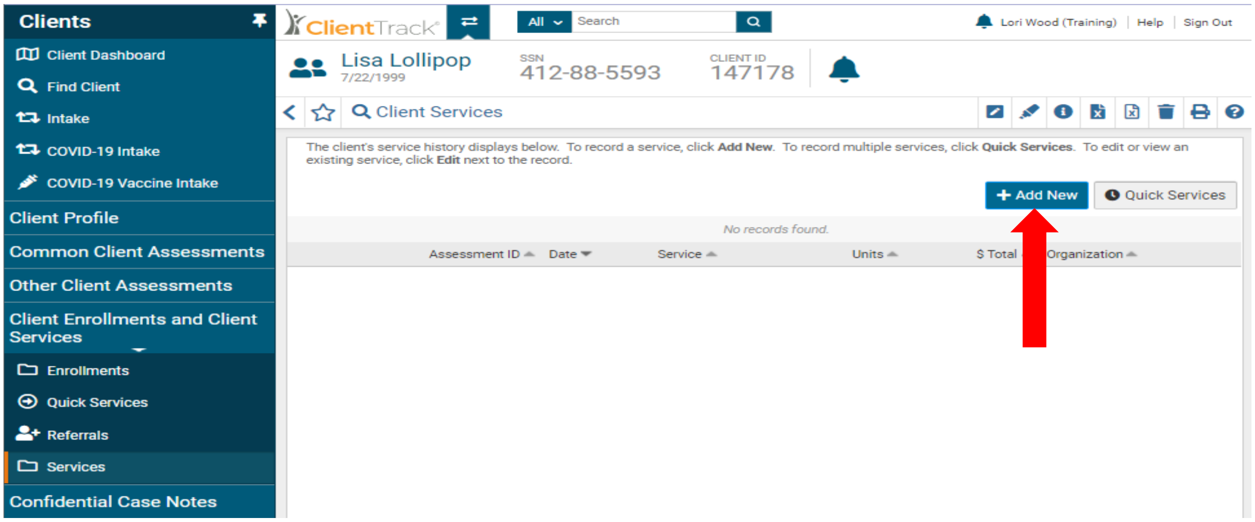
To **resume a paused workflow**, click on **"Paused Workflows"** at the bottom of the list of case management tools located on the left-hand side of the client record. Then click on the blue action wheel beside your paused workflow to select **"Resume"** in the drop down. This will take you back to where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



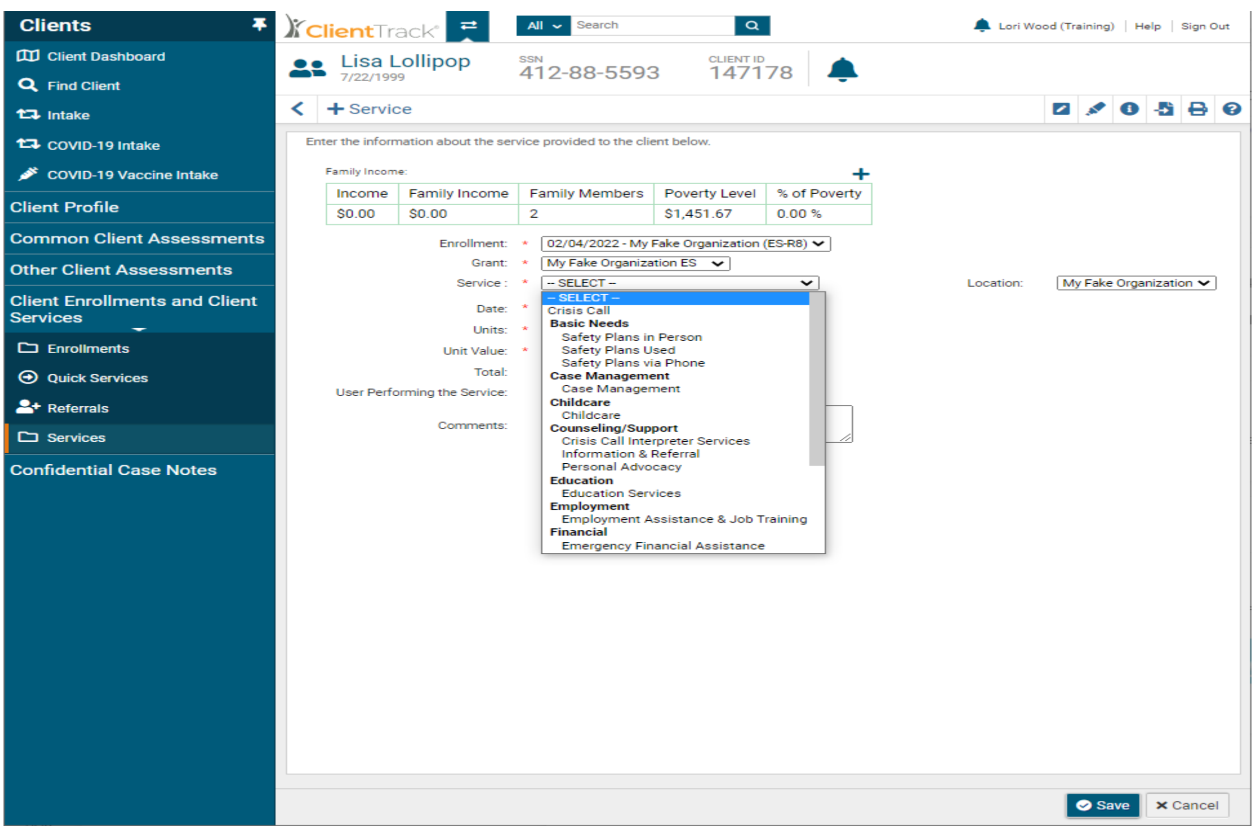
ADDING SERVICES

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

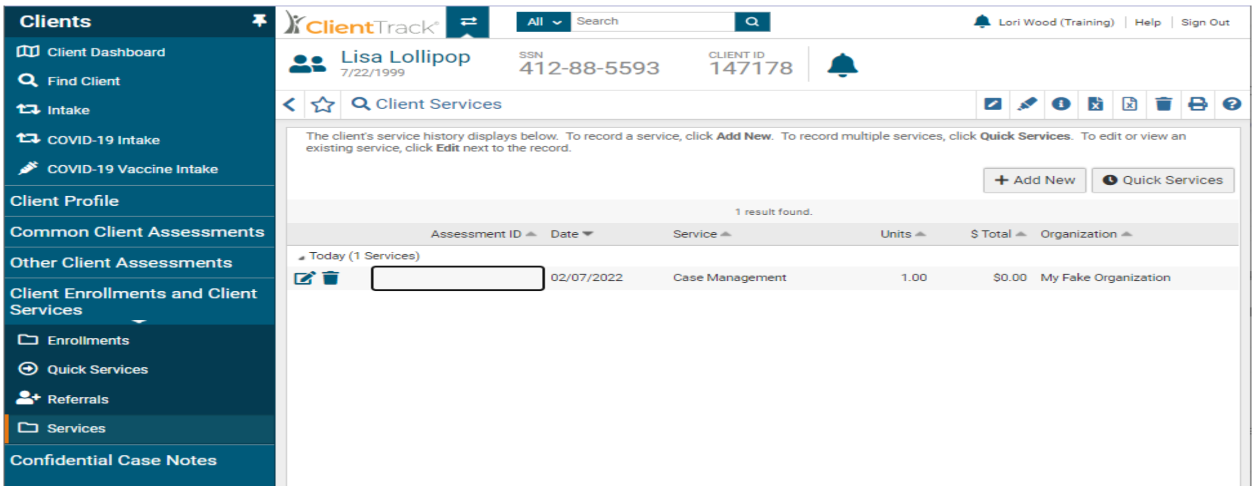


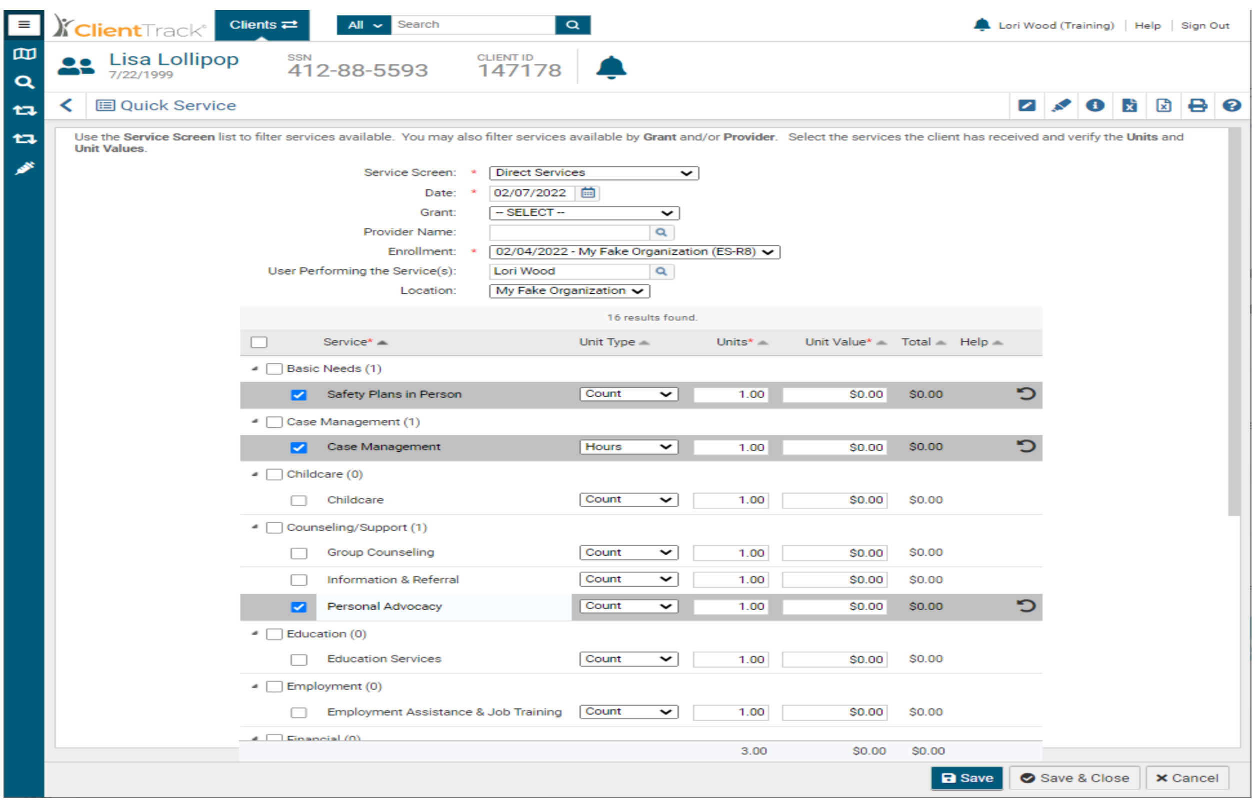


To document a new service, click on **"Add New."** You will see the Services home screen where you select the enrollment associated with the service and the service provided. You can also enter units and dollar amounts (1.00 unit = one hour of case management or a bus pass) to track costs. The comments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



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



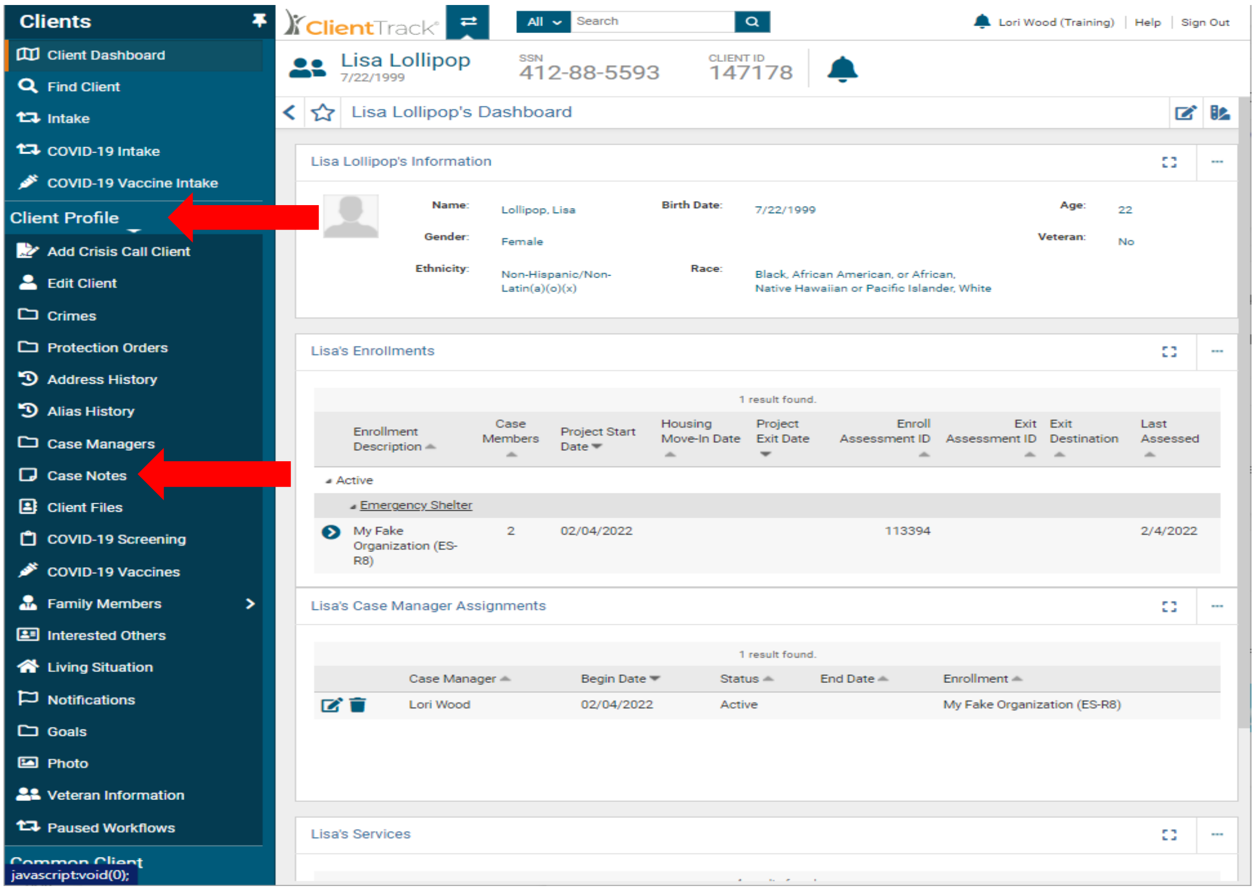


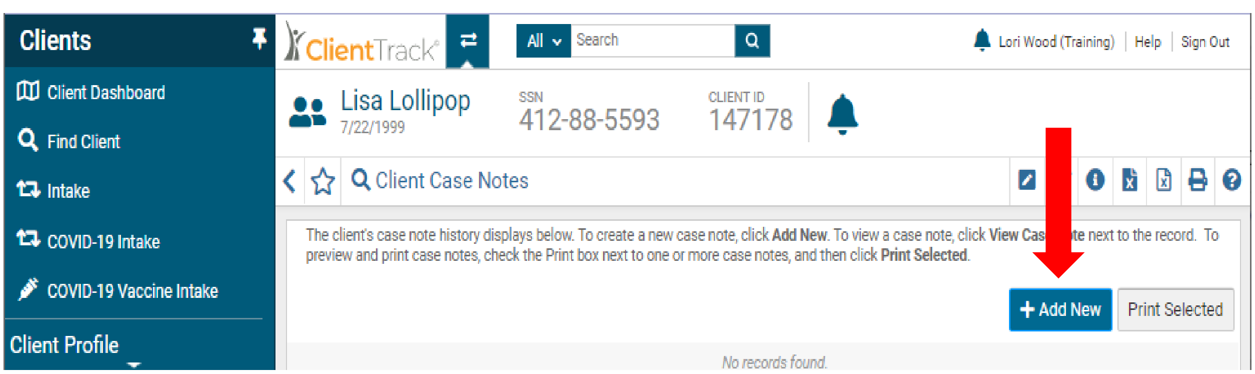
Once you are finished adding multiple services click on the "**Save & Close**" button and you will return to the Services home screen where you can view and manage all services.

CASE NOTES

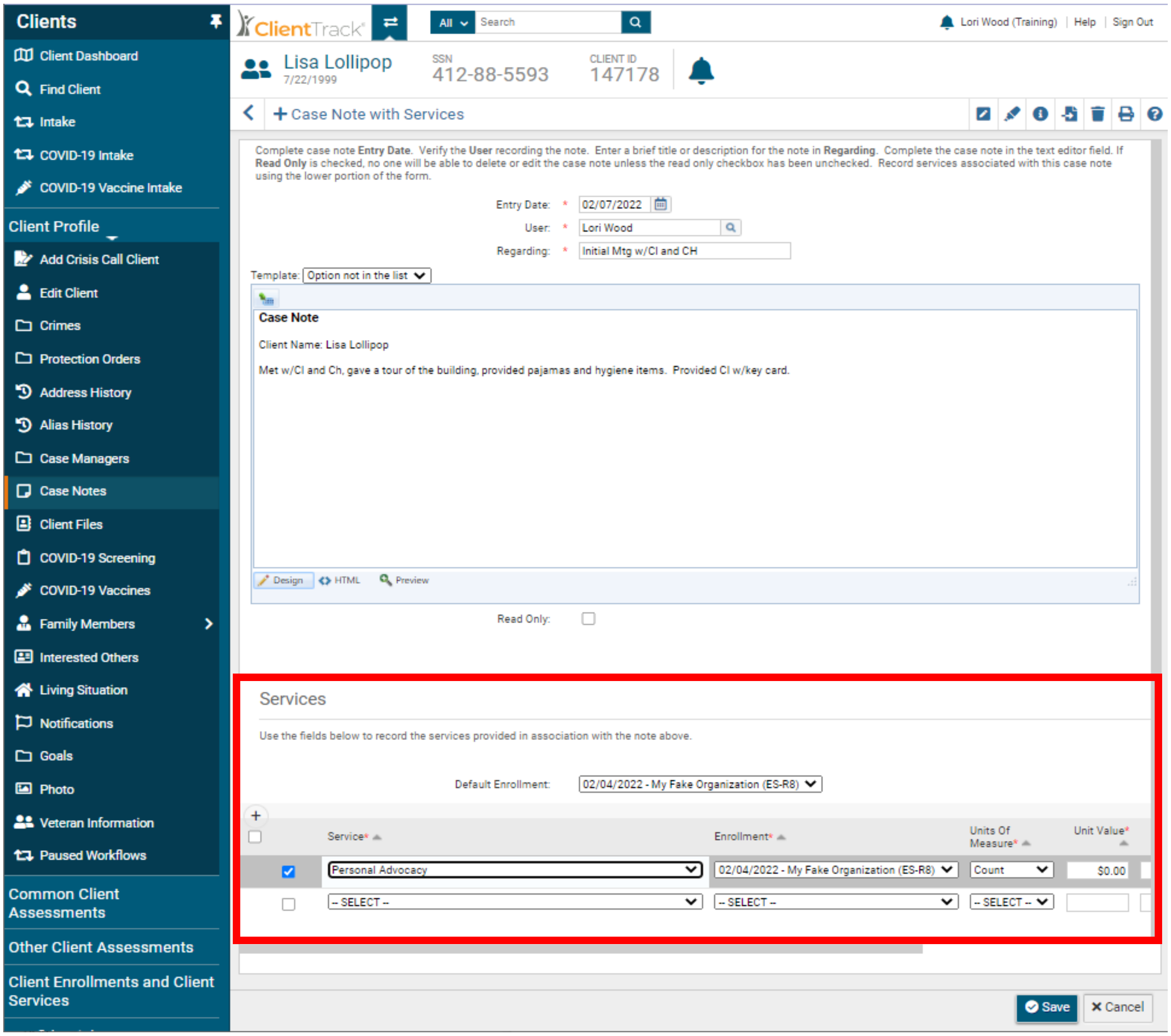
Timely and robust case notes assist you and other case managers at your organization in serving your clients. It is extremely important that meetings, calls, services, and other relevant information regarding your client are properly documented in case notes.

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.***

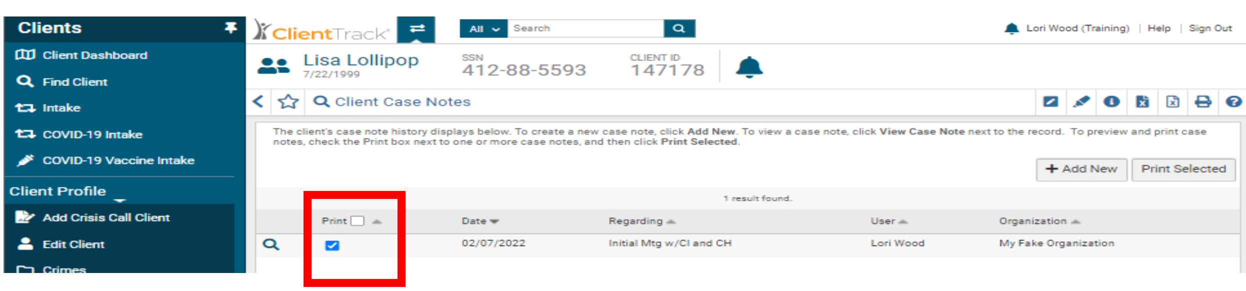




You can also document a service simultaneously while documenting a case note (see below). Just select the enrollment from the drop-down box and add the service associated with the case note. Templates can also be set up for housing plans or any other specific required documentation so it can easily be drafted as a case note. Notify the help desk with any template requests.



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 binoculars beside the case note to review it. 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.

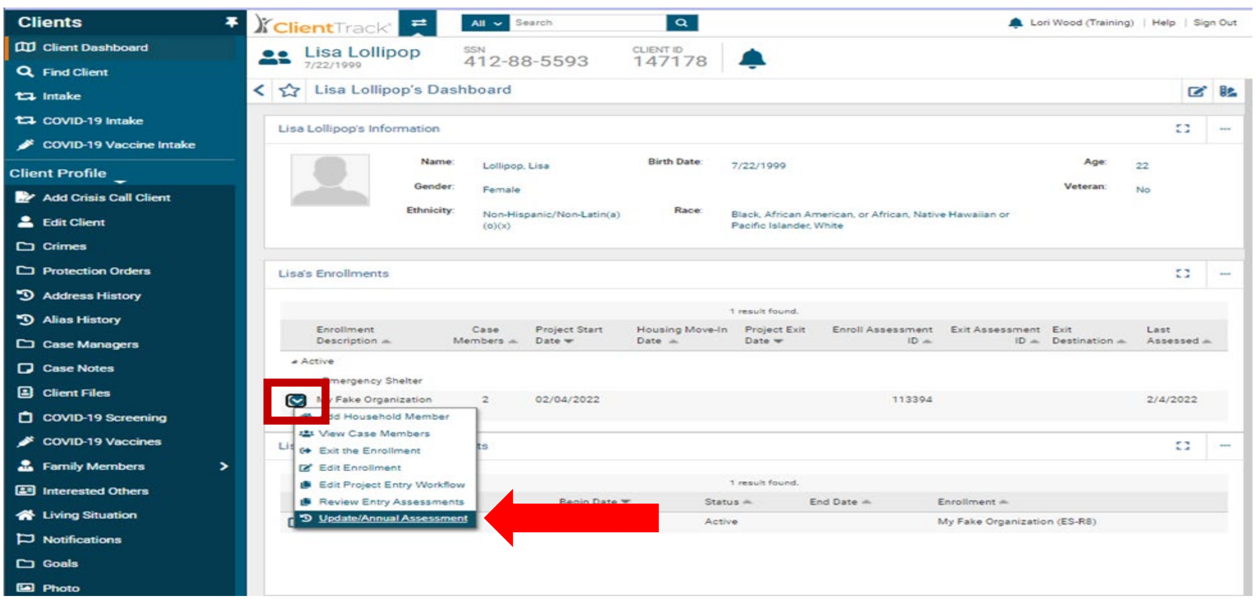


UPDATE/ANNUAL ASSESSMENT

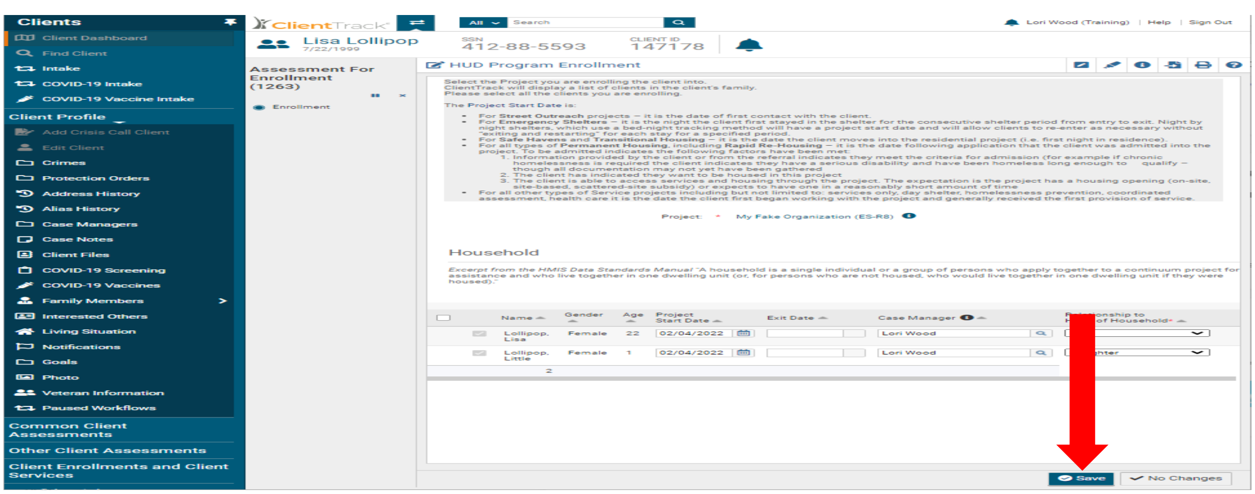
For clients who spend longer periods of time in your program, or to document any changes in your client's status since entry, you can conduct an **"Update/Annual Assessment".** ***This assessment is required if clients are enrolled in your program for a year or longer, and some programs like SSVF require more frequent assessments so be sure to check your program requirements for the Update/Annual Assessment.***

The Update/Annual Assessment is also helpful for tracking significant changes to a household – for example a client gets a job and the income changes, a client receives his/her GED, or a baby is born and needs to be added to the household and enrollment. For your convenience, the assessment has been developed as a workflow with the following steps:

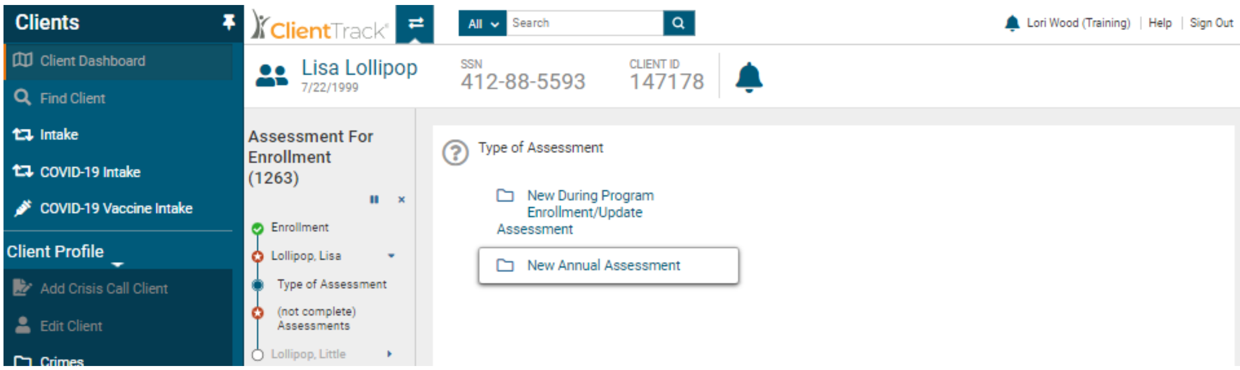
- Click on the **blue action wheel** beside your program enrollment
- Select **"Update/Annual Assessment"** from the drop-down list; and
- Complete the required assessments prompted by the workflow and **save as you go**.



The first screen in the Update/Annual Workflow will be a review of the household members and their program enrollment. Click **"Save"** to continue in the workflow.

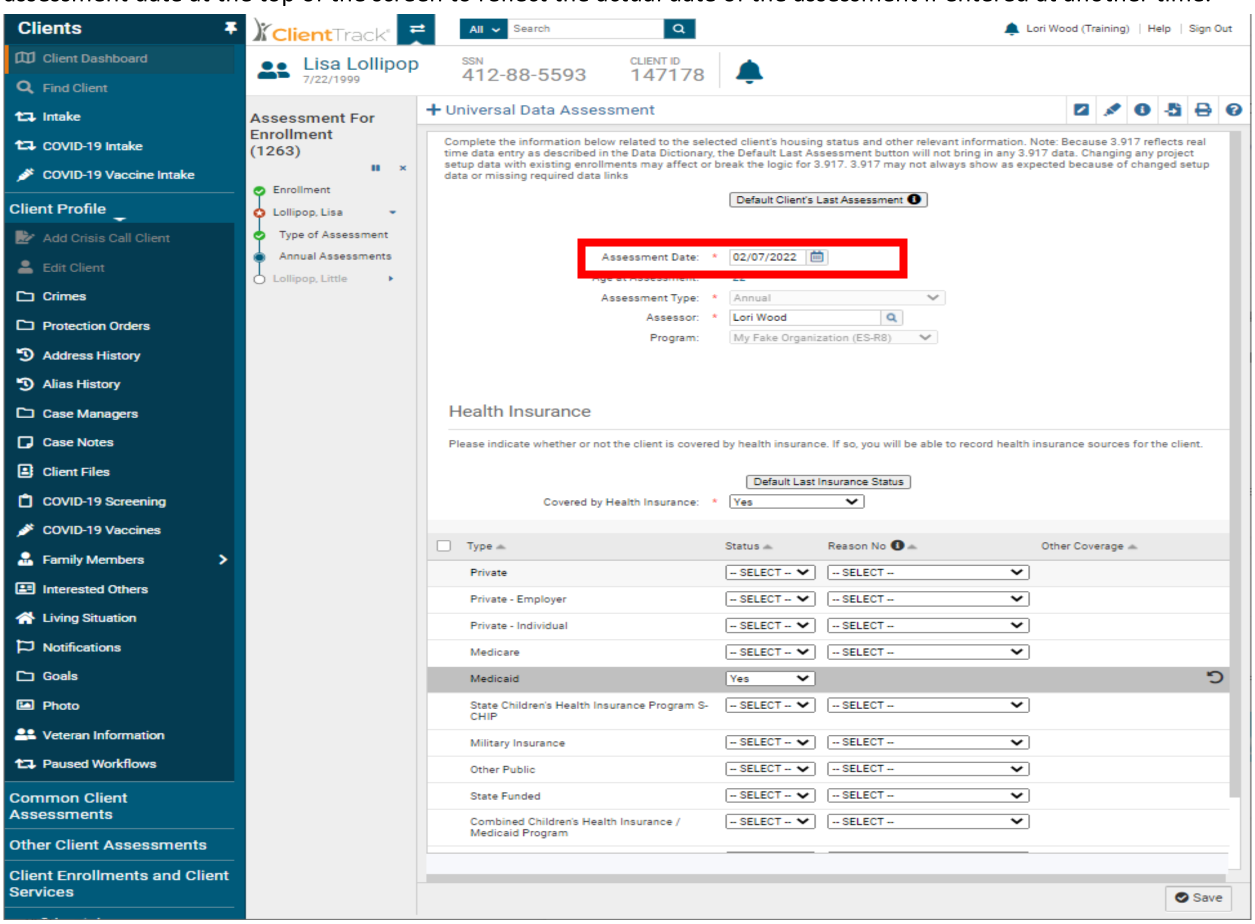


When the Update/Annual Assessment workflow is prompted, you will review case members and then be asked if you want to complete a **"New During Program Enrollment/Update Assessment"** or **"New Annual Assessment".** Select **"New Annual Assessment"** to complete the required Annual Assessment for client enrolled in the project for one year or longer. Select **"New During Program Enrollment/Update Assessment"** to for updating the client's information that has changes (new employment, income, loss of employment, income., etc.). *Make sure to select the appropriate assessment type and proceed through workflow.*



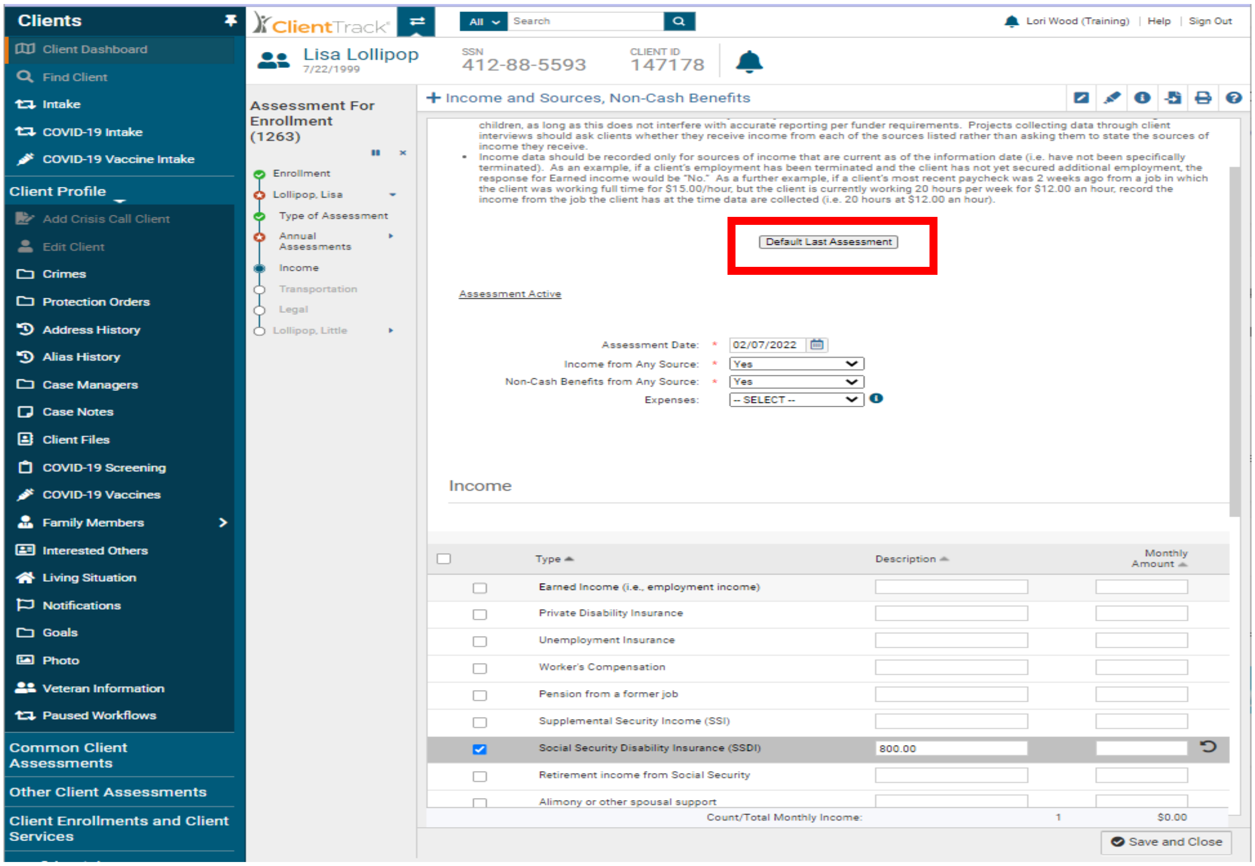
HMIS UNIVERSAL DATA ASSESSMENT FOR UPDATE/ANNUAL ASSESSMENT WORKFLOW

Review the head of household's universal data and document any changes. Please note that you can change the assessment date at the top of the screen to reflect the actual date of the assessment if entered at another time.



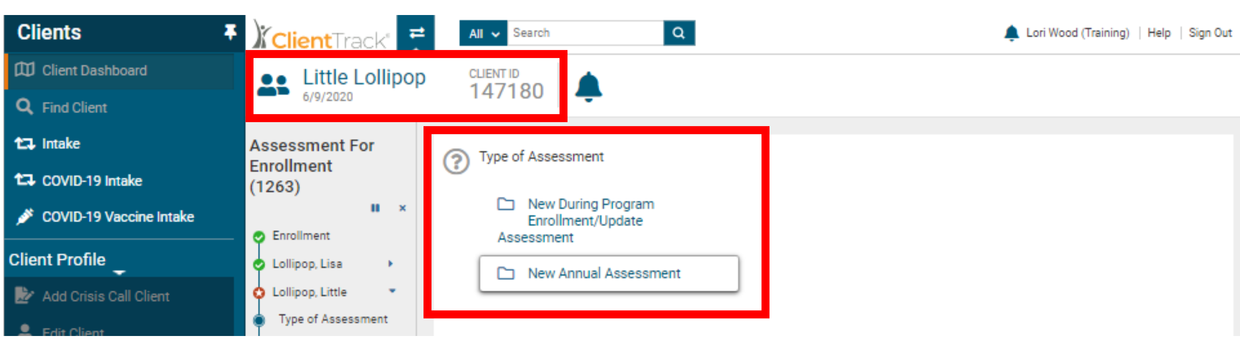
INCOME AND SOURCES, NON-CASH BENEFITS FOR UPDATE/ANNUAL WORKFLOW

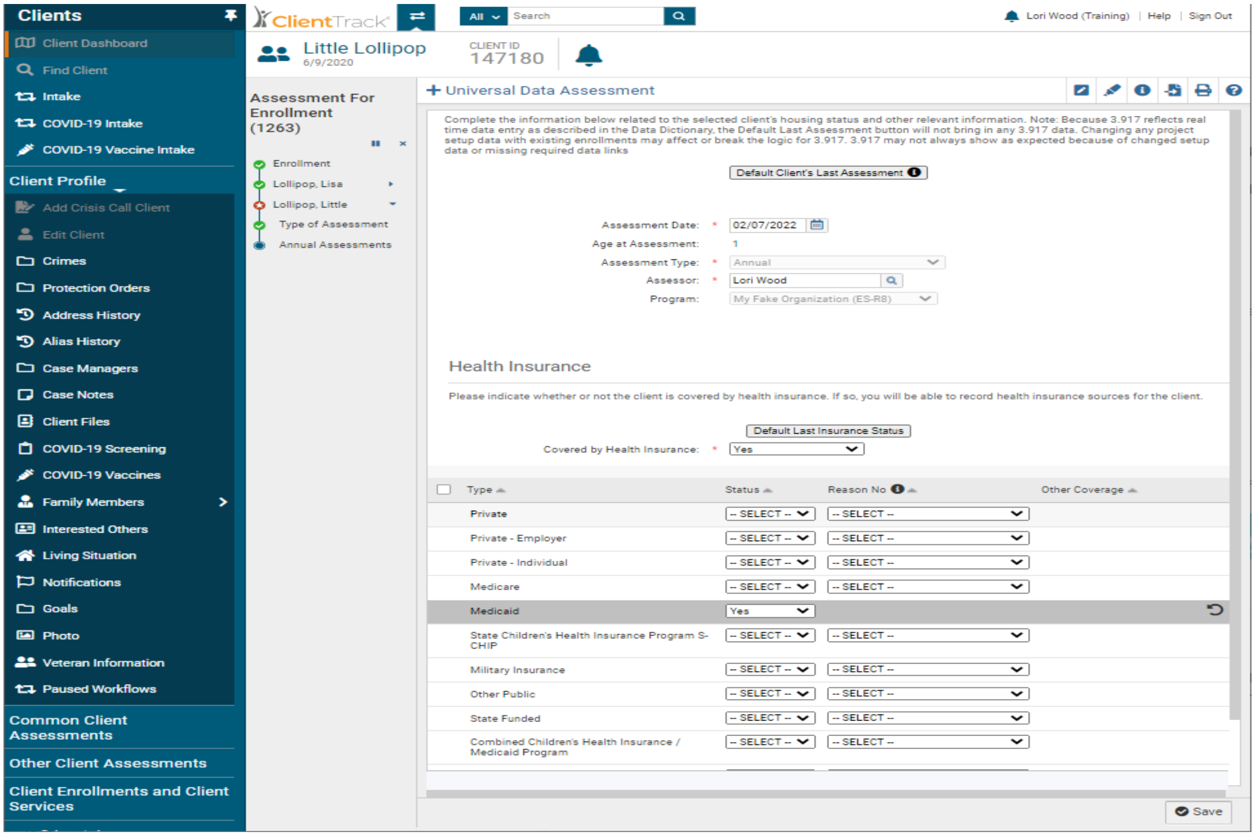
Review the Financial information for the head of household and document any changes to the household income. You can use the **"Default Last Assessment"** button to populate the information that was entered at entry. Be sure to scroll down to complete Non-Cash Benefits and click **"Save and Close"** when finished.



HMIS UNIVERSAL DATA ASSESSMENT FOR CHILD AT UPDATE/ANNUAL ASSESSMENT

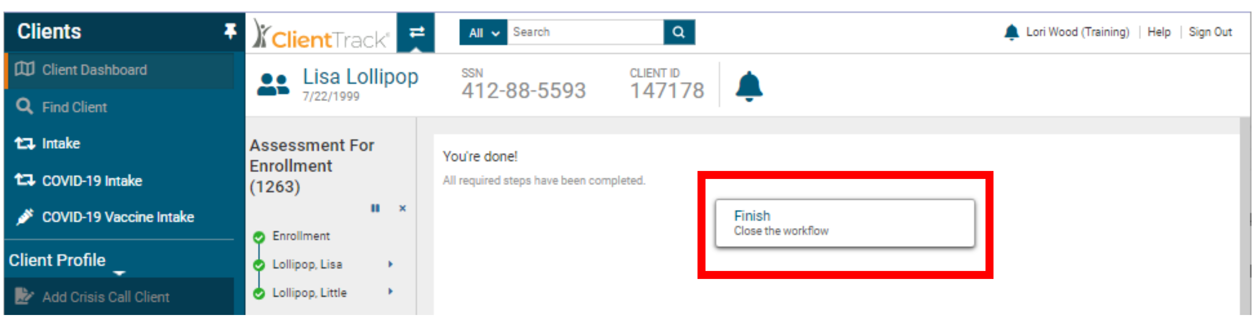
After completing all the updated assessments for the head of household, you will be prompted to choose the type of assessment for each household member. (**"New During Program Enrollment/Update Assessment" or "New Annual Assessment"**), then you will move through the assessments for all enrolled household members. ***The adult assessments will look like the head of household's assessments. The assessments will look differently for children.***





click **"Save"** to continue in the workflow.

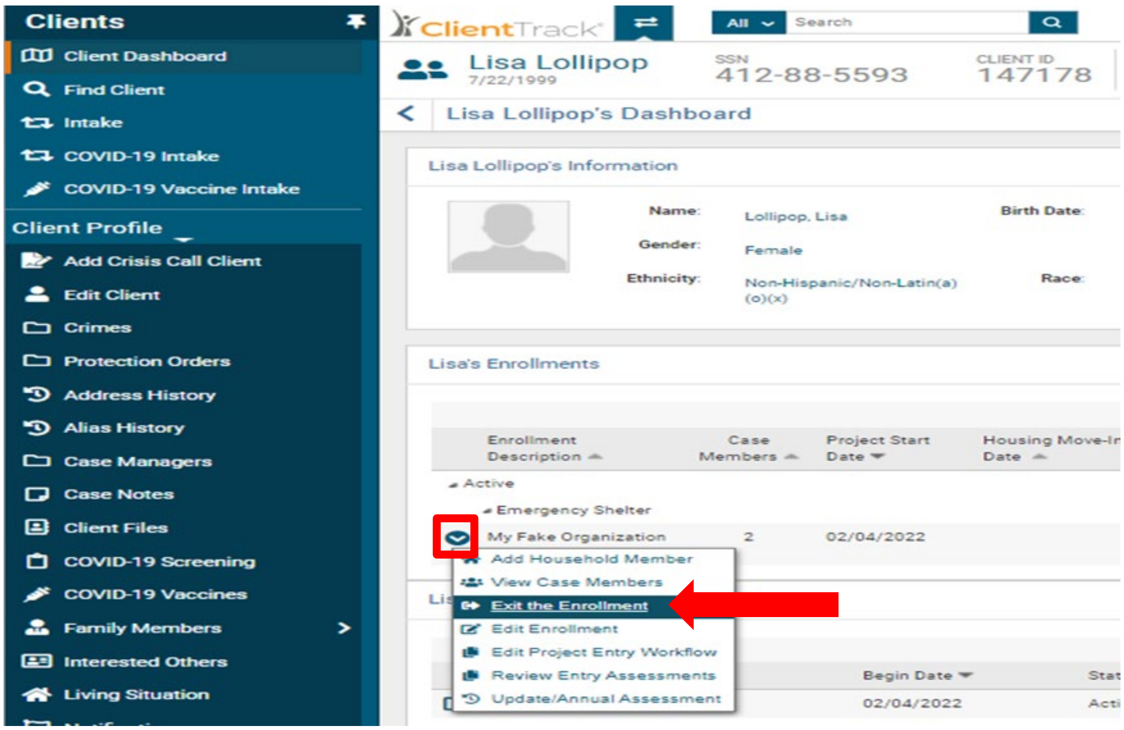
Once you have completed the required entry assessments for your client and household members, you will be prompted to **"Finish"** the workflow. If the workflow is complete, then click **"Finish."** You will then be directed back to the head of household's client record.



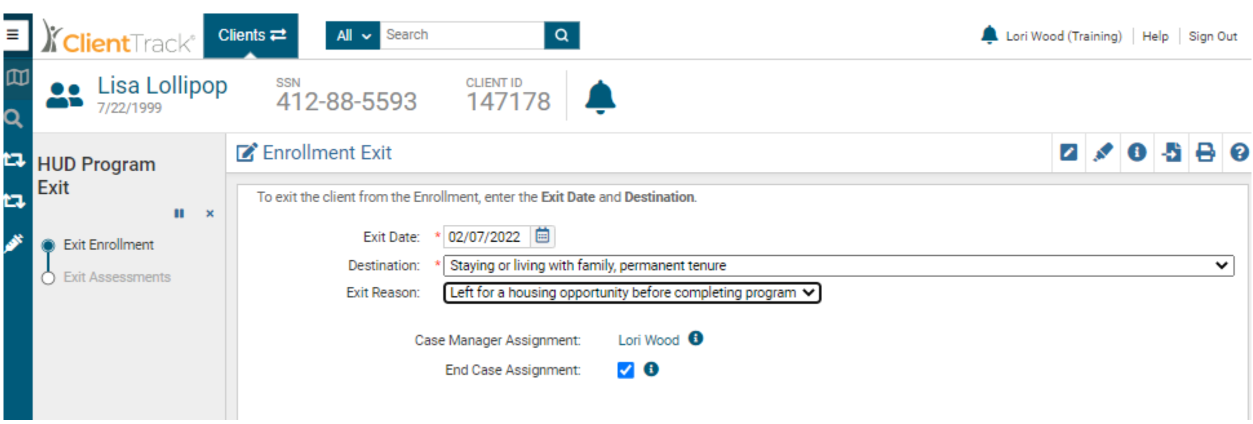
PROGRAM DISCHARGE

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:

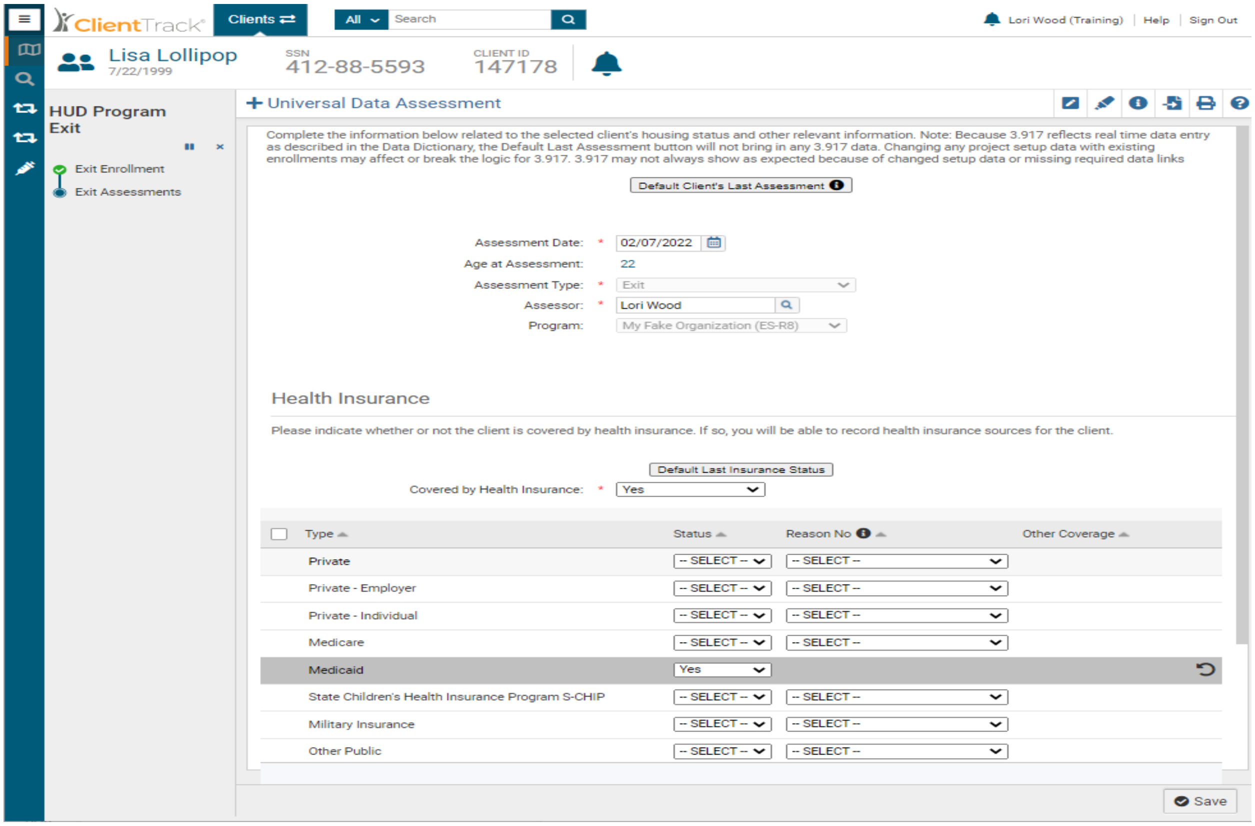
- Go to the client record.
- Click on the blue action wheel beside your project enrollment located in the center of the client record.
- Select **"Exit the Enrollment"** in the drop-down list that appears after clicking on the blue play button; and
- Complete the information prompted for through the Exit workflow and save as you go.



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

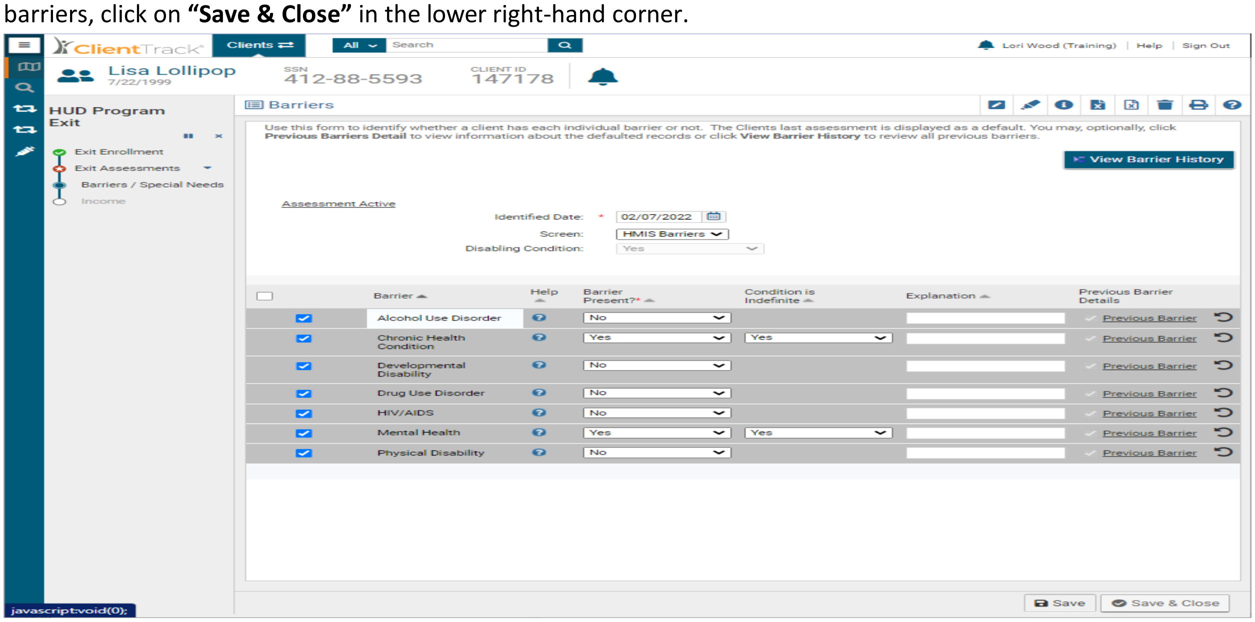


Complete the required information and click **"Save"** to continue.

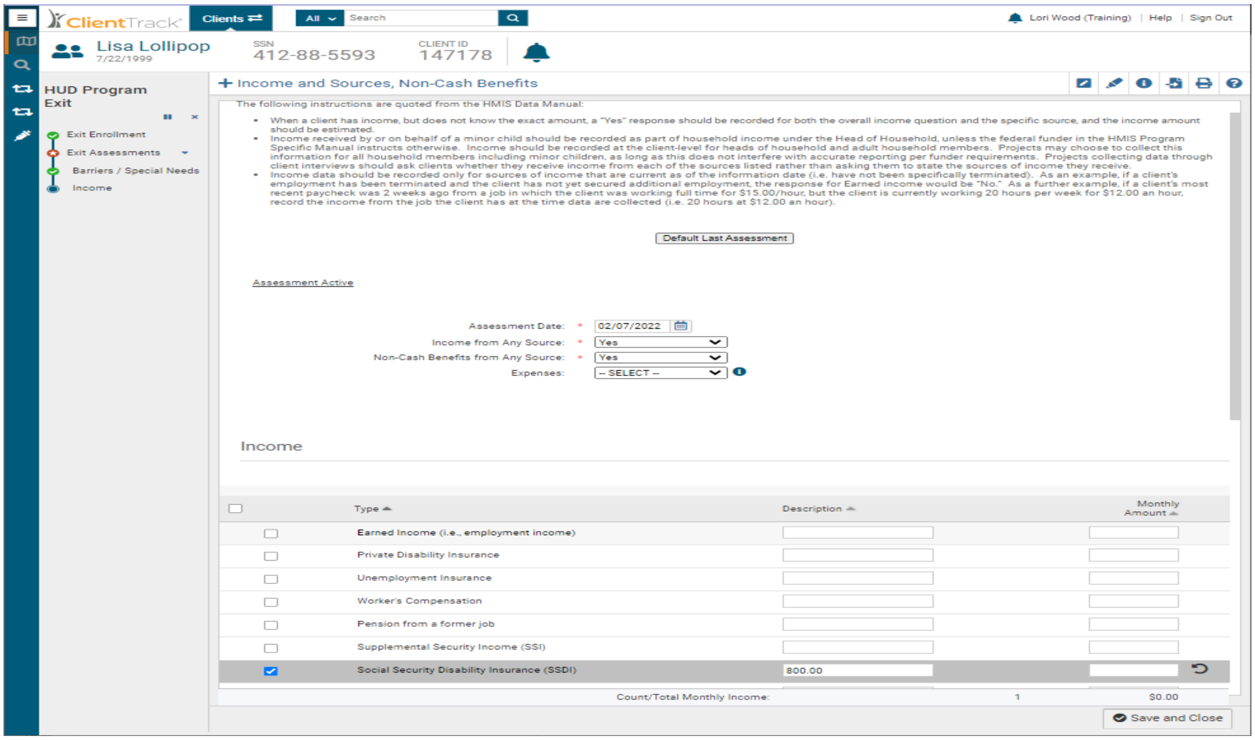


HMIS BARRIERS ASSESSMENT FOR EXIT WORKFLOW

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.

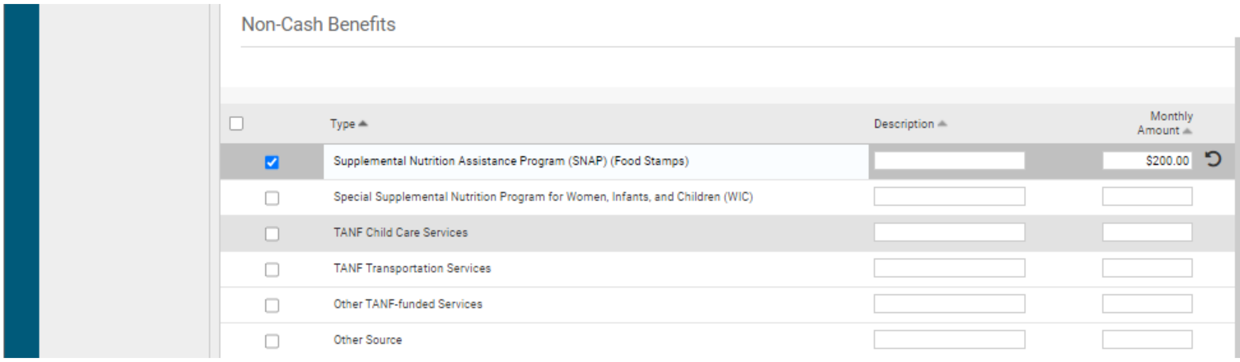


Complete the Financial information for the head of household at exit and document any changes to the household income. Be sure to scroll down to complete Non-Cash Benefits and click **"Save and Close"** when finished.



[Definitions of Sources of Income]

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

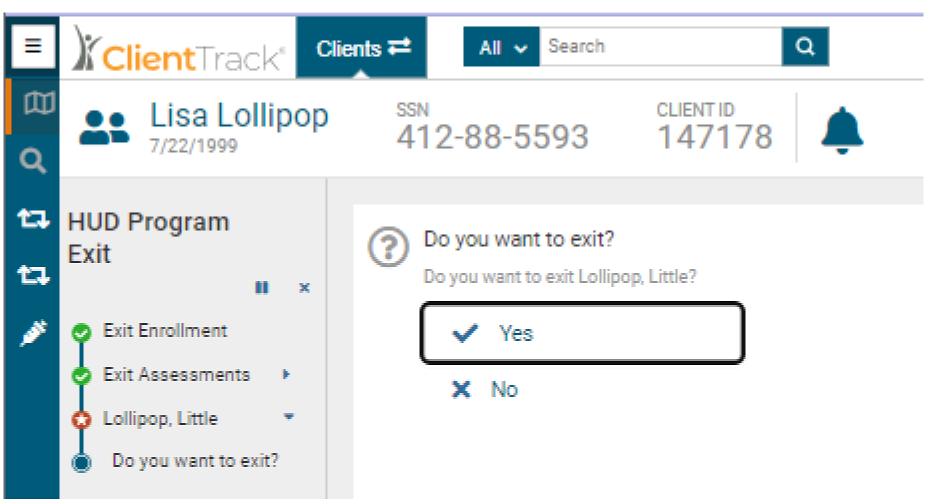


[Definitions of Non-Cash Benefits]

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

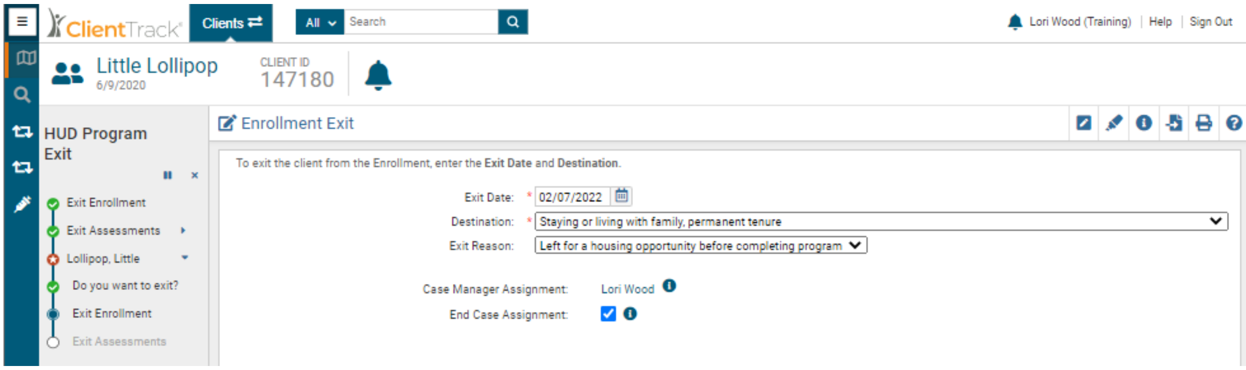
Assessment. Remember that all fields with an asterisk * are required. The **"Default Client's Last Assessment"** will populate information from the previous assessment completed and is helpful if the client's information has not changed. Click **"Save"** when finished.

After completing all the exit assessments for the head of household, you will be asked if you wish to exit other case members as seen below.

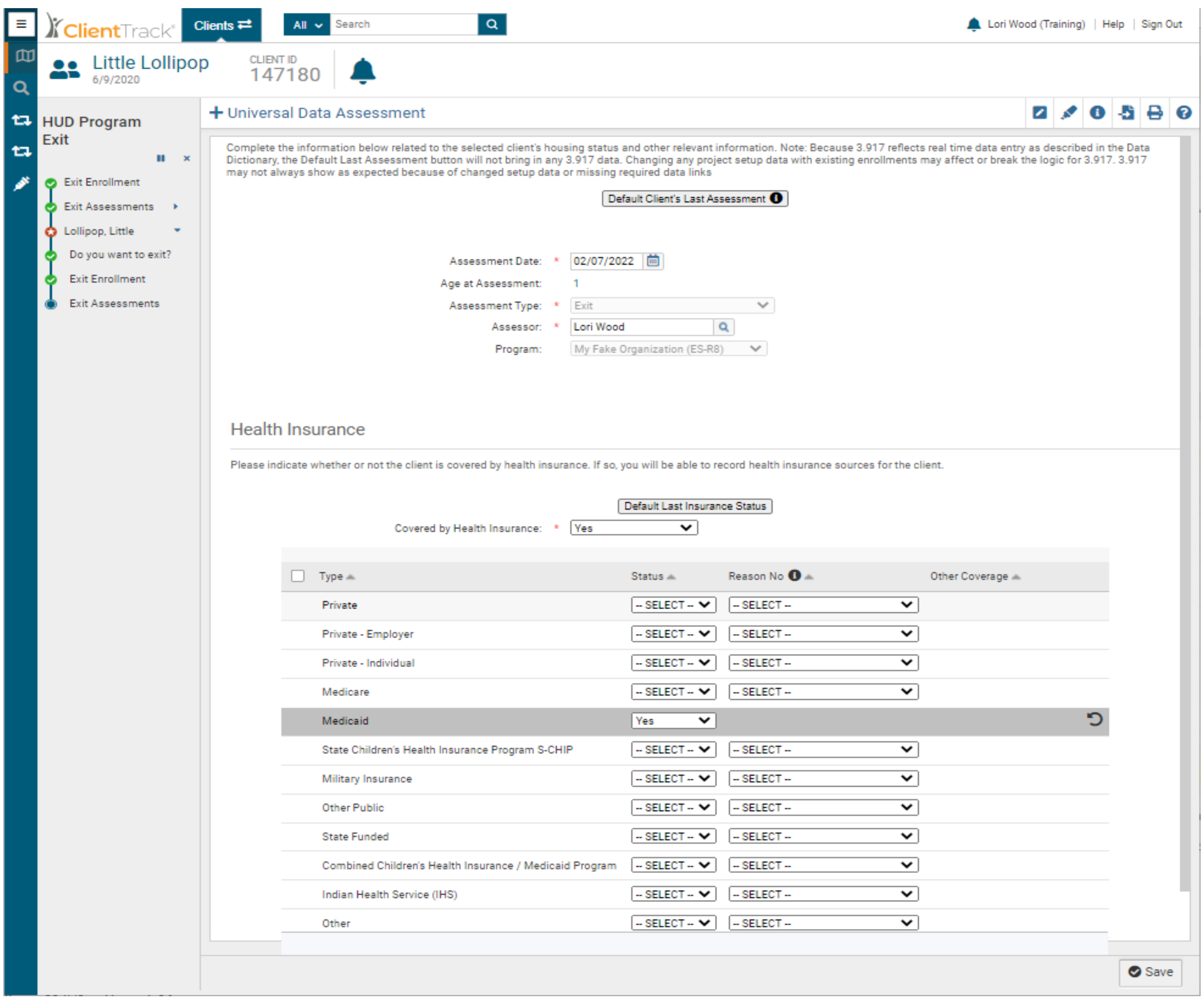


Complete the exit assessments for all exiting case members. *If exiting only one case member, simply click **"No"** when asked to exit others.* The adult exit assessments will look like the head of household's assessments. The exit assessments will look differently for children.

The “**Exit Destination”** and **“Exit Reason”** will be completed for all household members being discharged

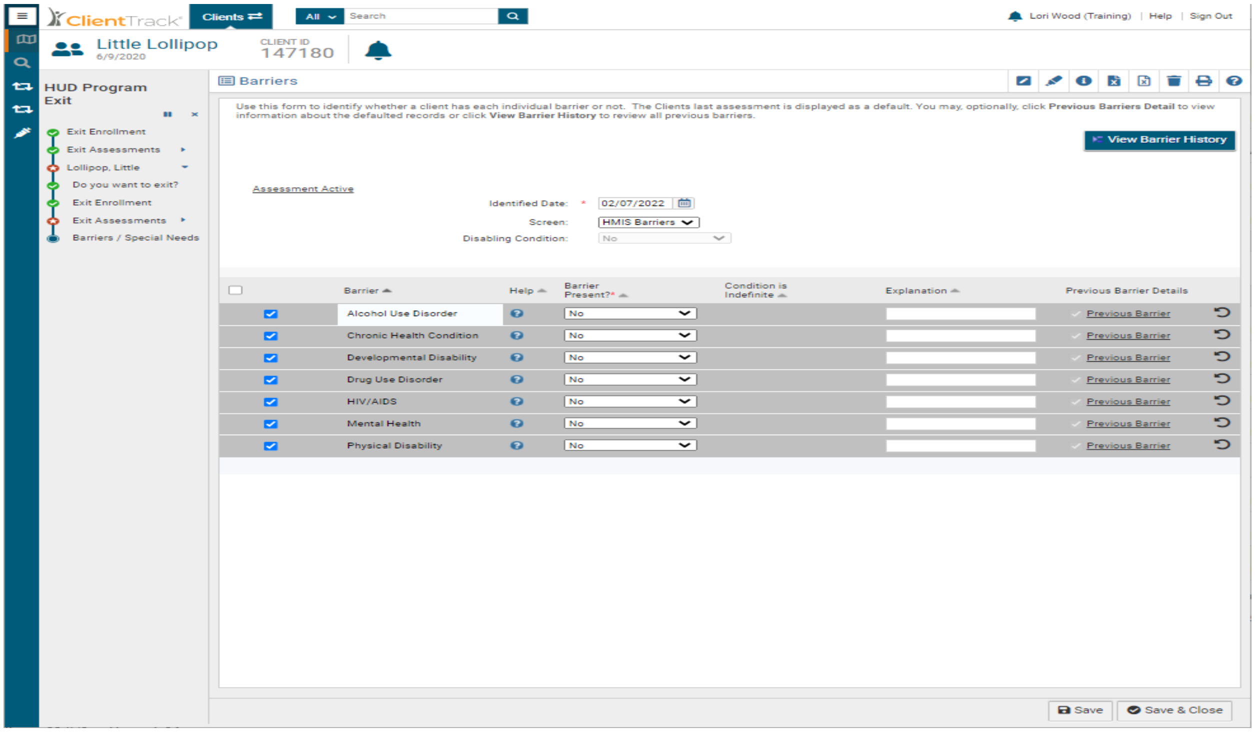


Complete the required information on the HMIS Universal Data Assessment at exit for the child and click **“Save”** to continue.

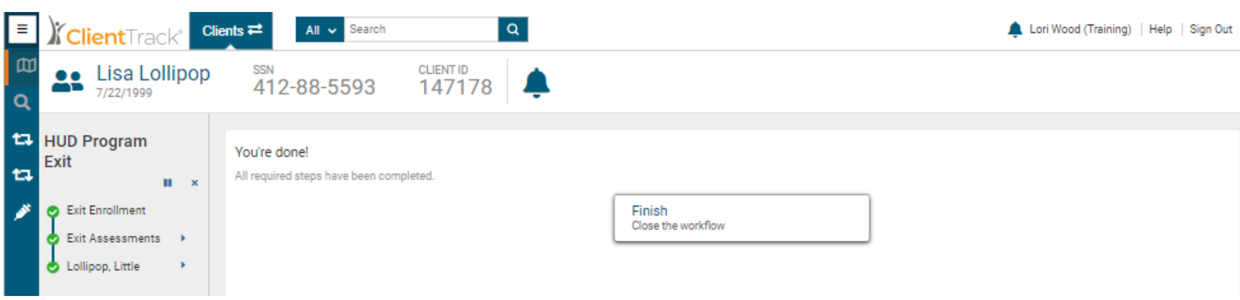


HMIS BARRIERS ASSESSMENT FOR CHILD AT EXIT

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



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

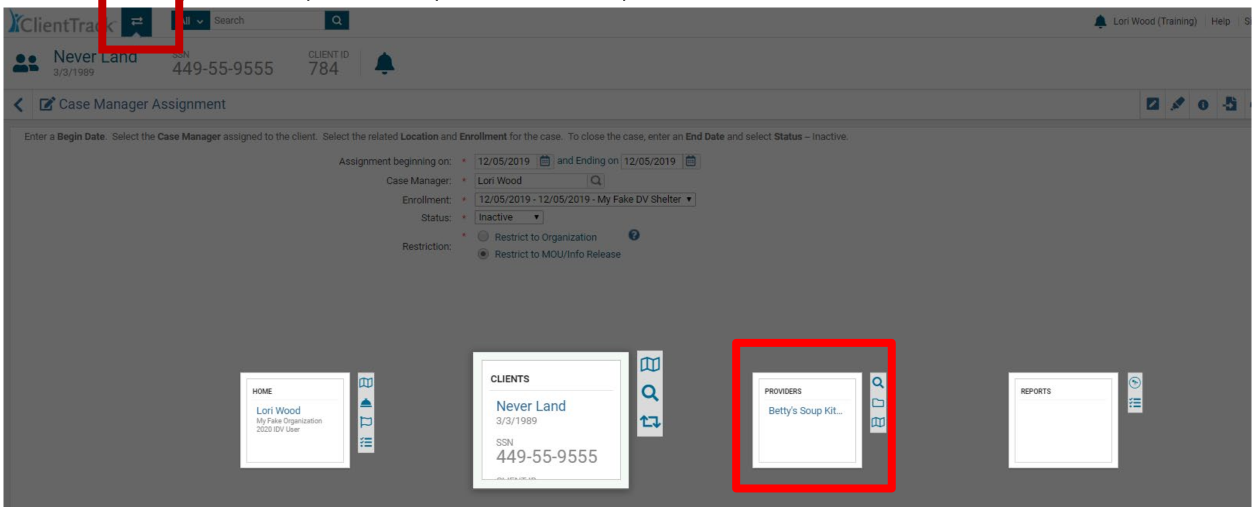


You will then return to the client dashboard where you can see the project exit dates now as see below. If you have also selected **"End Case Assignment"** on the exit workflow, you will see that your status has changed to **"Inactive"** on the client dashboard under **"Case Manager Assignments."** If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

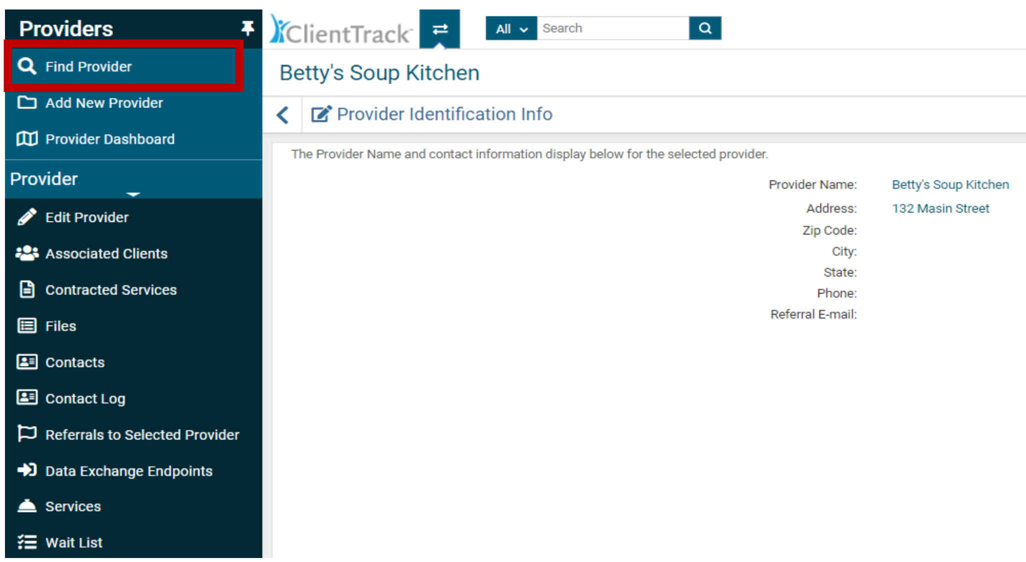
MANAGING PROVIDERS

You can add providers (other agencies) you work with into a database to easily identify providers on services and/or referrals.

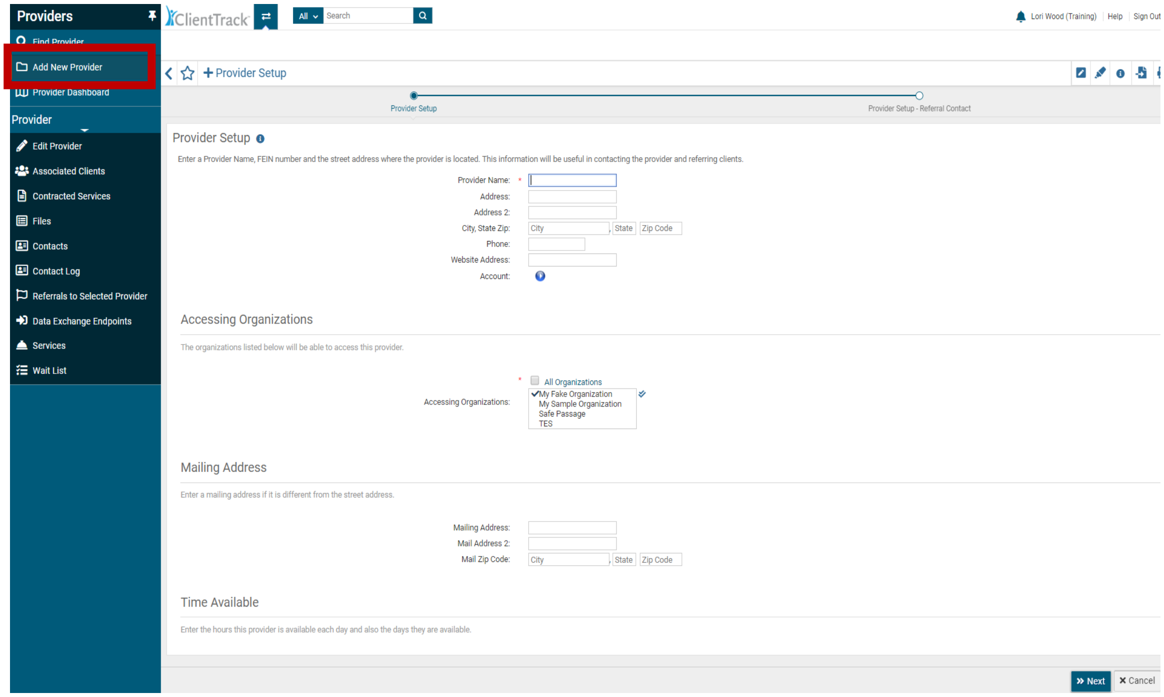
Follow these steps to add a provider to your database of providers:



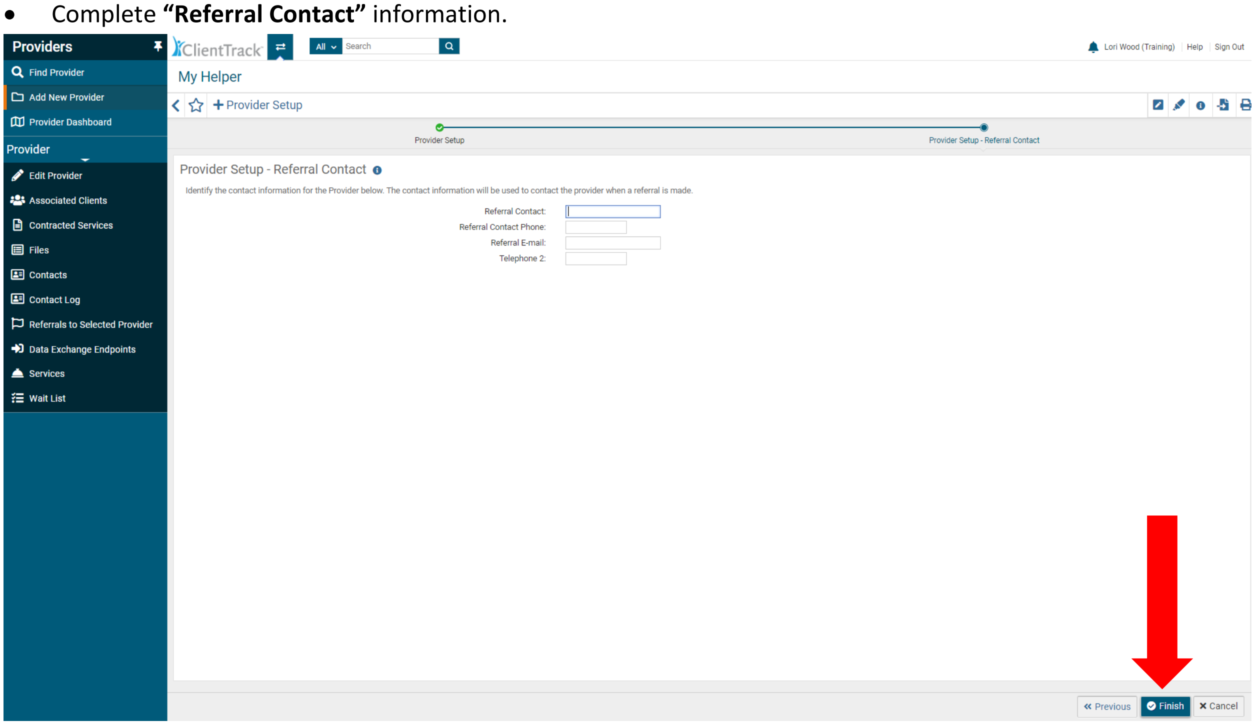
- Click on the blue box with the white arrows beside the ClientTrack logo at the top of the screen to toggle to the **"Providers"** screen.
- Conduct a search for the Provider in the database by clicking on the **"Find Provider"** link in the upper left-hand corner of the screen.



- Click on the **"Add New Provider"** link if the Provider is not already in the system located below the **"Find Provider"** link in the upper left-hand corner of the screen.

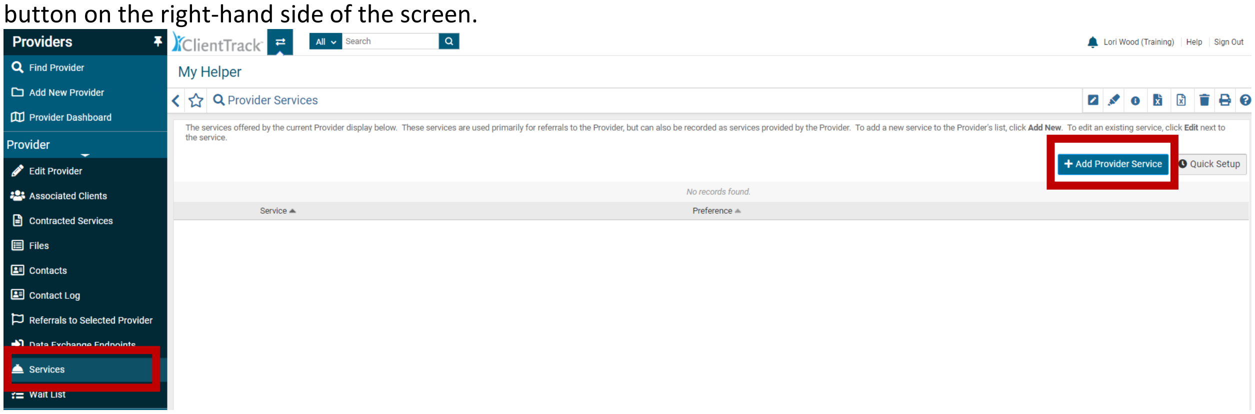


- Complete the provider information. You must complete information that has an asterisk * before continuing.
- Click **"Next"** in the bottom right-hand corner of the screen.
- Complete **"Referral Contact"** information.

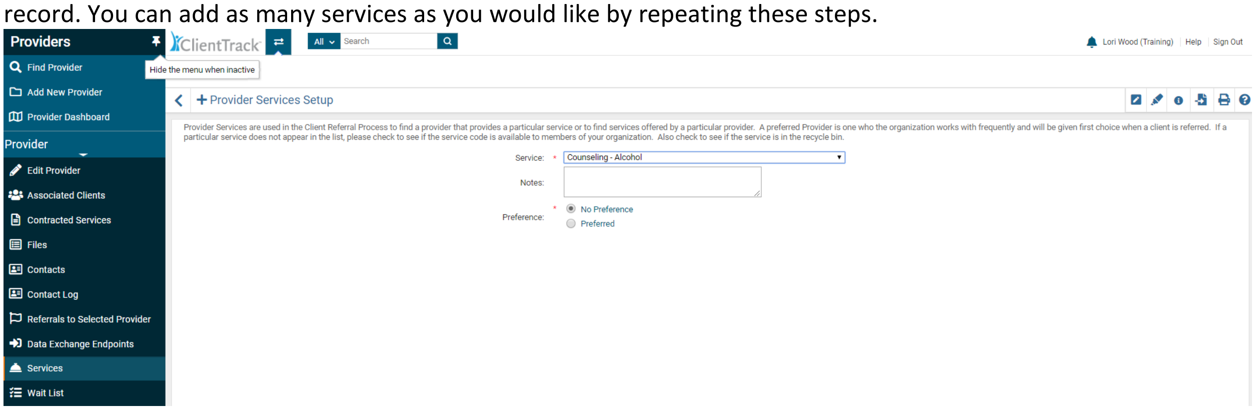


- Click on **"Finish"** to complete the addition of a Provider to your searchable list. You can go back to the previous screen, if necessary, by clicking on **"Previous."**

After adding the provider to the provider database through the above steps, ***you need to complete one more step before you can access the provider when setting up referrals and services.***
You must correlate a service with the provider before the provider is available for services and referrals on a client record. You can do this by remaining on the provider record and clicking on **“Services"** in the list of Menu Items under **“Provider”** found on the left-hand side of the screen as seen below. Click on the **"Add Provider Service"** button on the right-hand side of the screen.



Then select a service you want correlated with the provider and click **“Save”** to add the service to the provider record. You can add as many services as you would like by repeating these steps.



Once you have finished this final step, you will be able to select the provider when creating a referral or service on a client record.

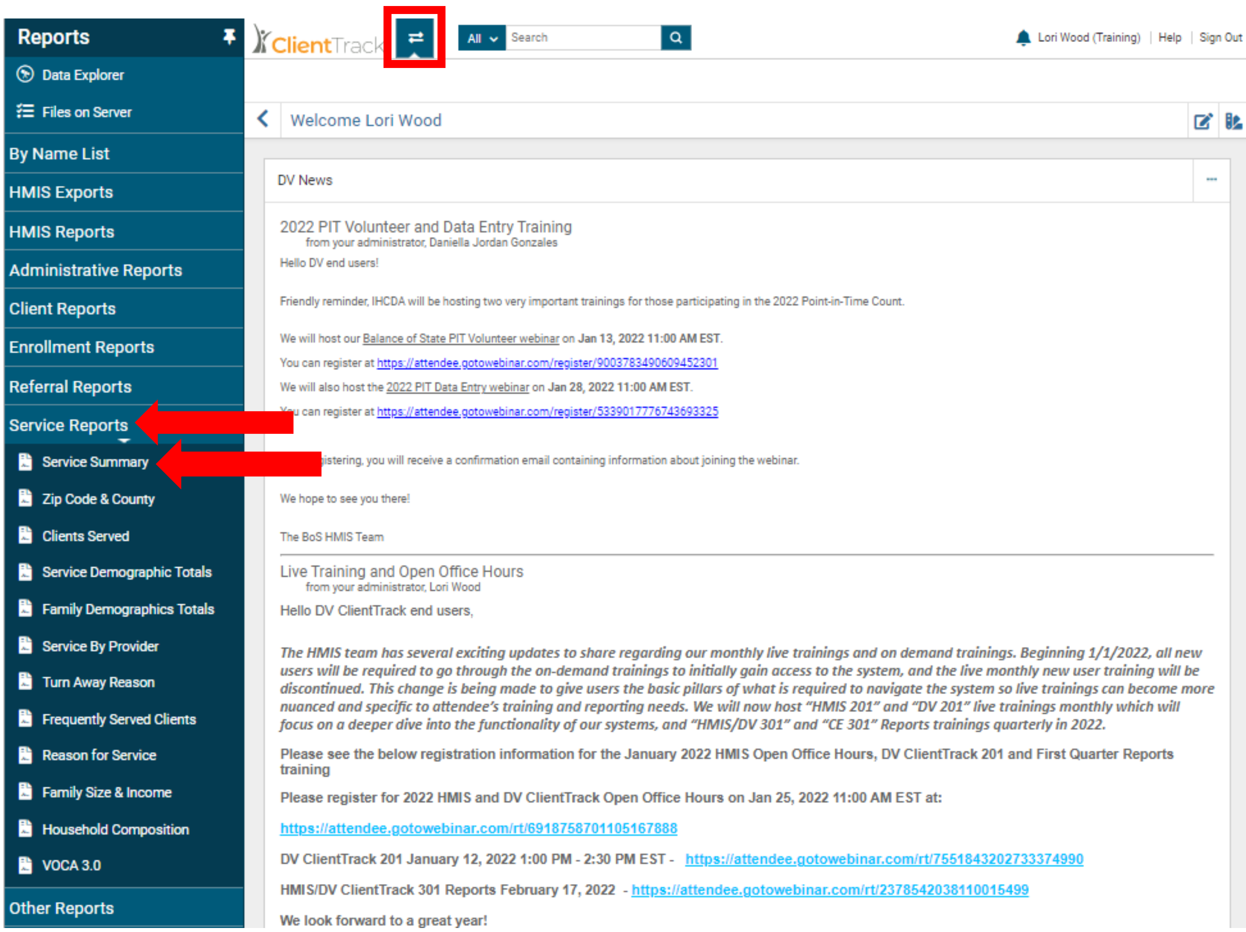
BASIC REPORTS

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 double arrow icon** found to the right of the ClientTrack logo at the top of the page. The four workspaces will appear **(HOME, CLIENTS, PROVIDERS and REPORTS)** Click on the **"Reports"** workspace icon.
- Click on the **"Service Reports"** feature found in the menu on the left-hand side of the screen. Another list of reports should appear after you click on the "Service Reports" feature.
- 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
2/1/2022 to 2/28/2022

ClientTrack™

Report Criteria:

Organizations:	My Fake Organization
Grants:	My Fake Organization ES
Services:	Case Management (372), Childcare (373), Crisis Call (526), Crisis Call Interpreter Services (1128), Education Services (366), Emergency Financial Assistance (677), Employment Assistance & Job Training (371), Housing Assistance (271), Information & Referral (556), Legal Advocacy (524), Life Skills Training (351), Personal Advocacy (599), Safety Plans in Person (532), Safety Plans Used (664), Safety Plans via Phone (533), Substance Abuse Counseling (370), Transportation (363)
Programs:	My Fake Organization (ES-R8)
First Time Served:	N/A

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
Duplicated Total	1	1.00	$0.00	1	1	1	1	0	2

	Service Entries	Units	Total Value	Undup. Clients	Families	Children in Families	Adults in Families	Seniors in Families	Total Individuals in Families
Unduplicated Totals	**1**	**1.00**	**$0.00**	**1**	**1**	**1**	**1**	**0**	**2**

Lori Wood

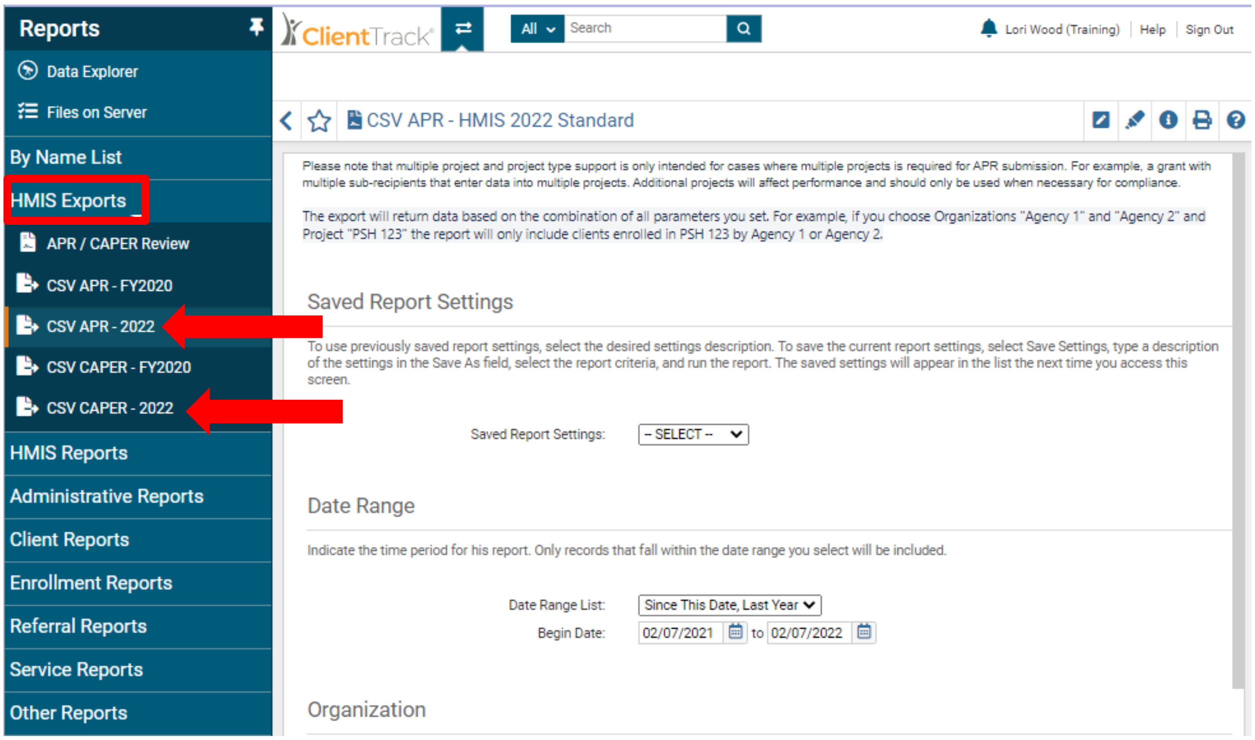
ClientTrack™ Reports Page 1 of 1 2/7/2022 11:23 AM

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.

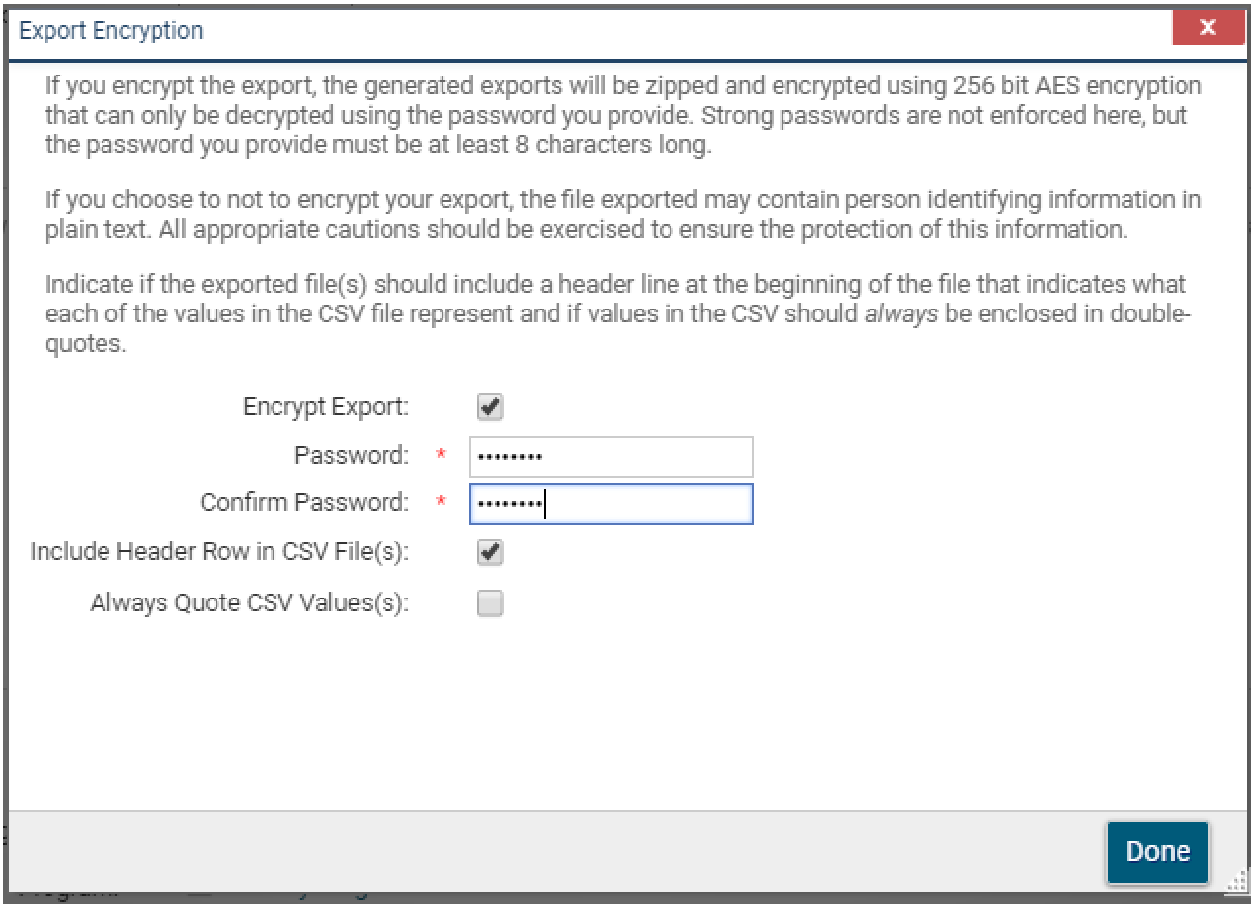
To Run an APR or CAPER:

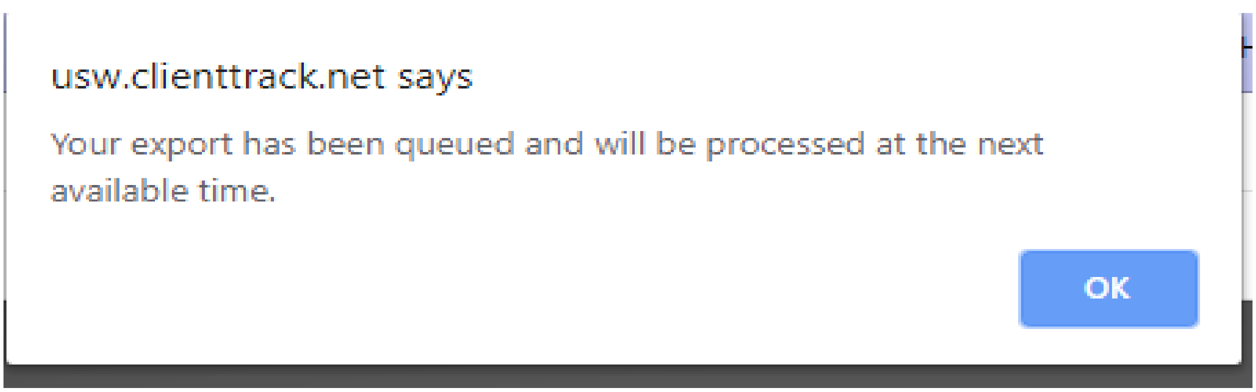
- Go to the **"Reports"** workspace and click on **"HMIS Exports"**
- A list of reports will appear. For an ***APR*** - Click on **"CSV APR – FY2022"**. For a ***CAPER*** – Click on **"CSV CAPER – 2022"**



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

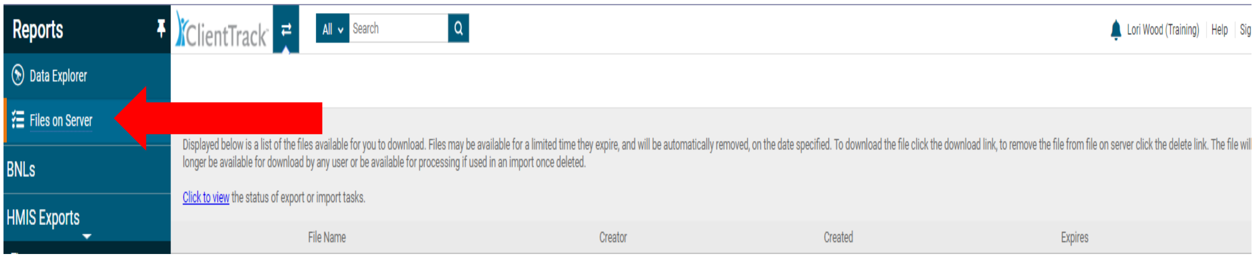
- Click on the **"Report"** button found in the bottom right-hand corner of the screen. You should see your report pop up in a new window within seconds.
- An **"Export Encryption"** window will appear. Enter a password (must consist of 8 characters) in the "Password" field and enter the password a second time in the "Confirm Password" field, then click "Done" in the bottom right corner.



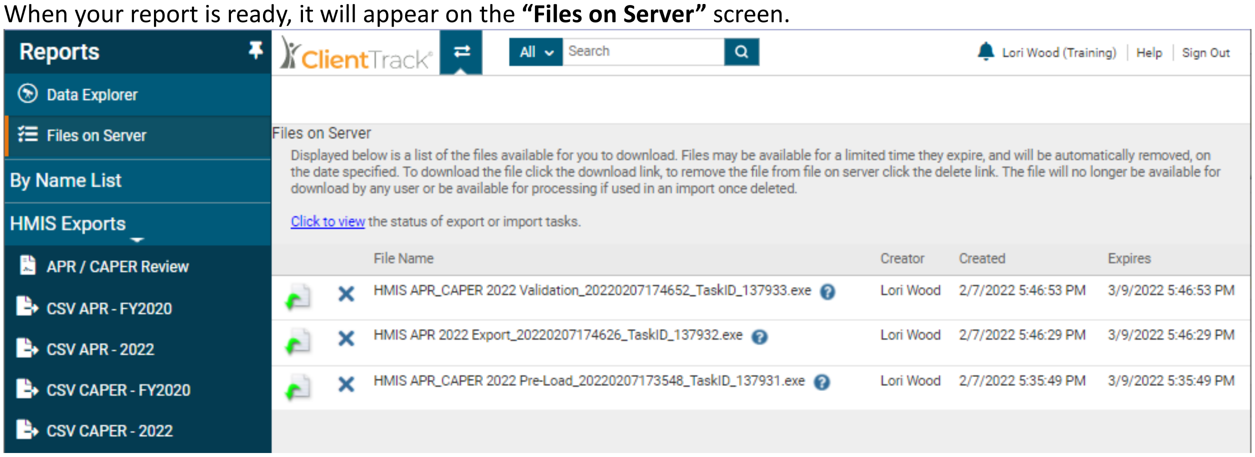


You will receive a pop-up box informing you the export has been queued. Click "OK"

Next, click on the **"Files on Server"** option as illustrated below.



When your report is ready, it will appear on the **"Files on Server"** screen.



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.

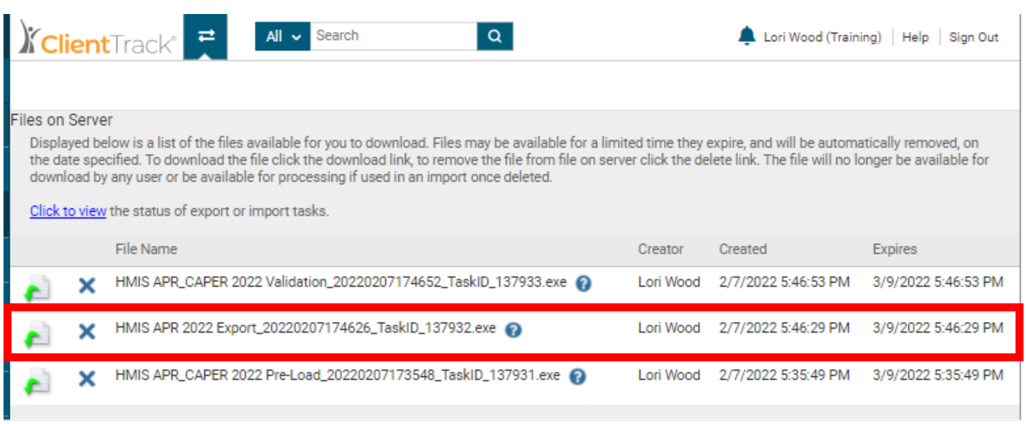
a. For APRs:

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

b. For CAPERs:

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

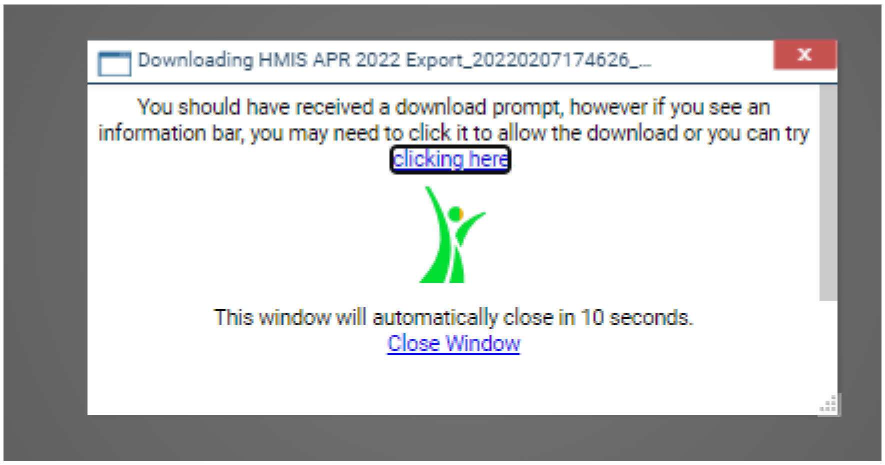
Next, click on the **"Green download arrow"** located to the left of the **"HMIS CAPER 2022 Export"** file if running a **CAPER**. Click on **"HMIS APR 2022 Export"** file if running an **APR**

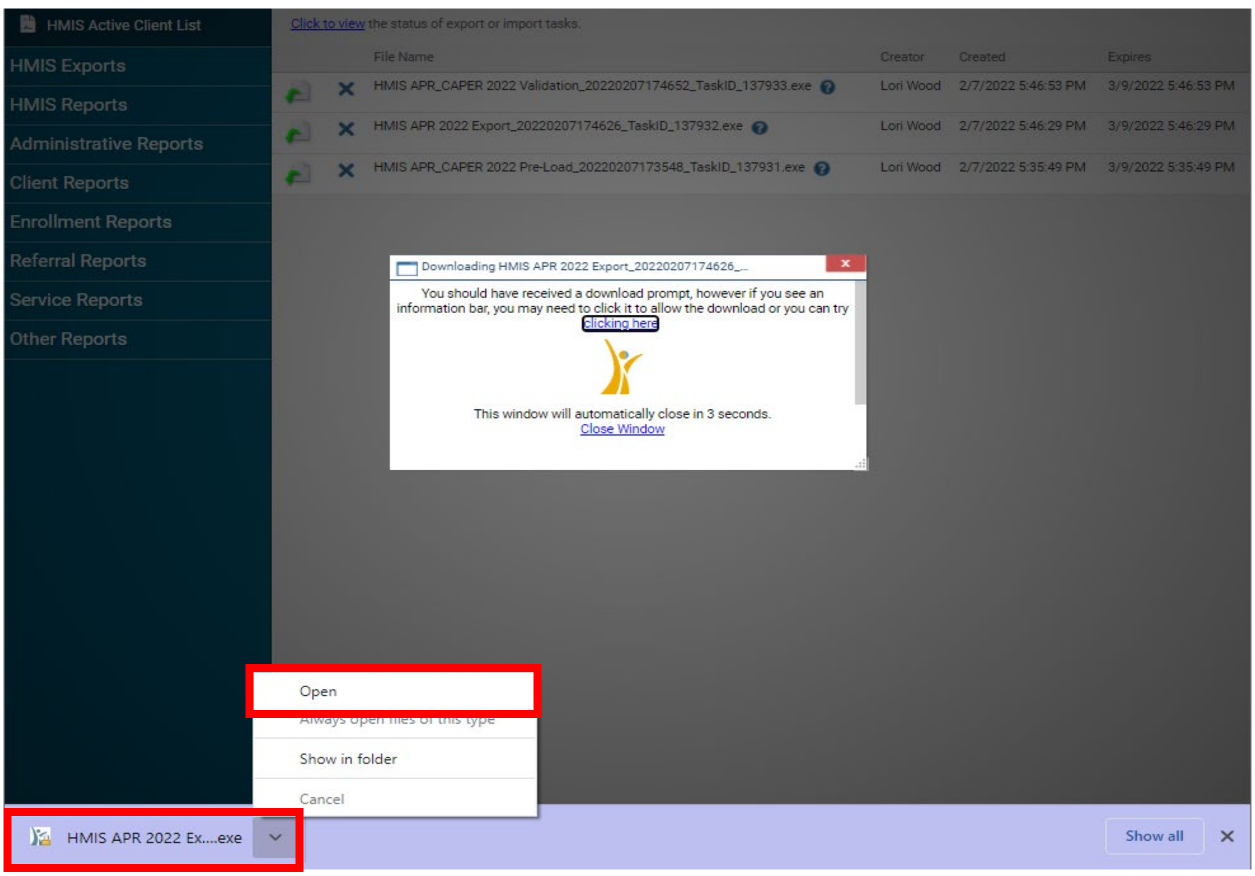


CAPER: You will download, compress, and upload the "HMIS CAPER 2022 Export" file to SAGE.

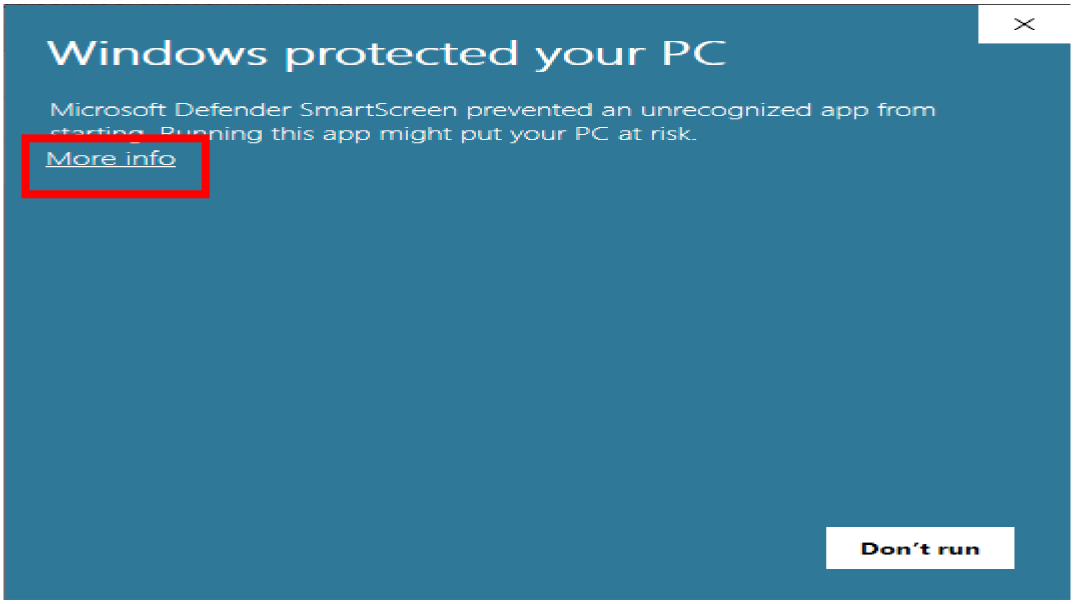
IMPORTANT NOTE: ***SAGE WILL NOT ACCEPT THE "VALIDATION OR PRE-LOAD" FILE. YOU MUST DOWNLOAD, ZIP (COMPRESS), THEN UPLOAD THE "EXPORT FILE" IN SAGE.***

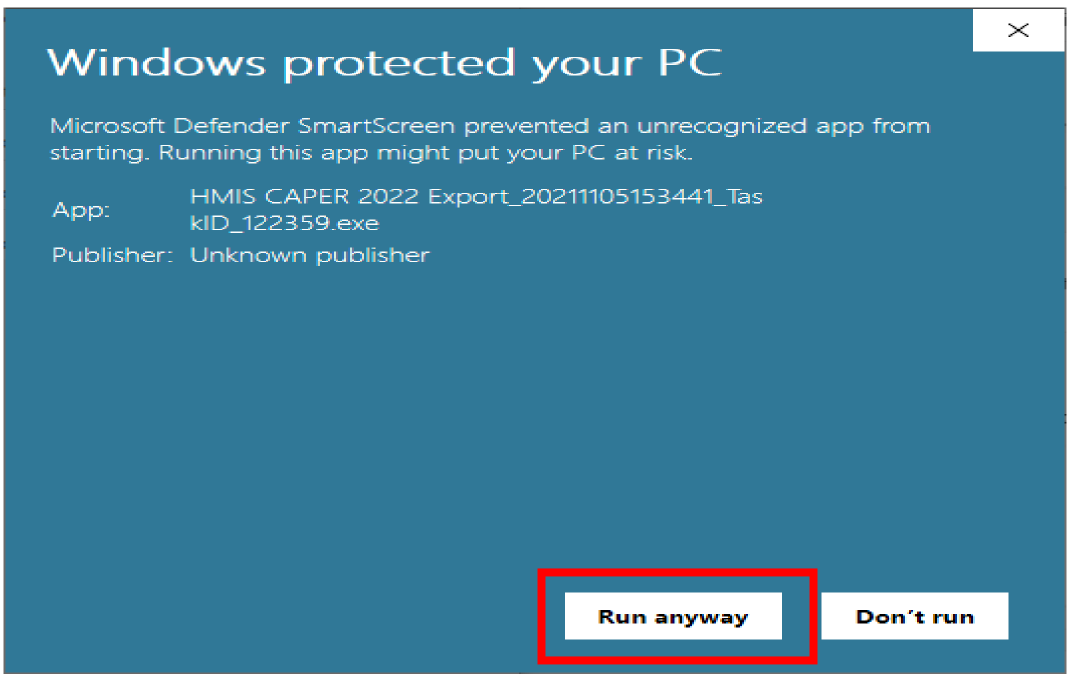
After selecting the **"Green download arrow"** to the left of the **"HMIS CAPER 2022 Export"** file or **"HMIS APR 2022 Export"** file, your screen will display the window shown below. The downloaded file is now visible in the lower left corner of the screen. Right click on the file and select **"Open or Open when done"**



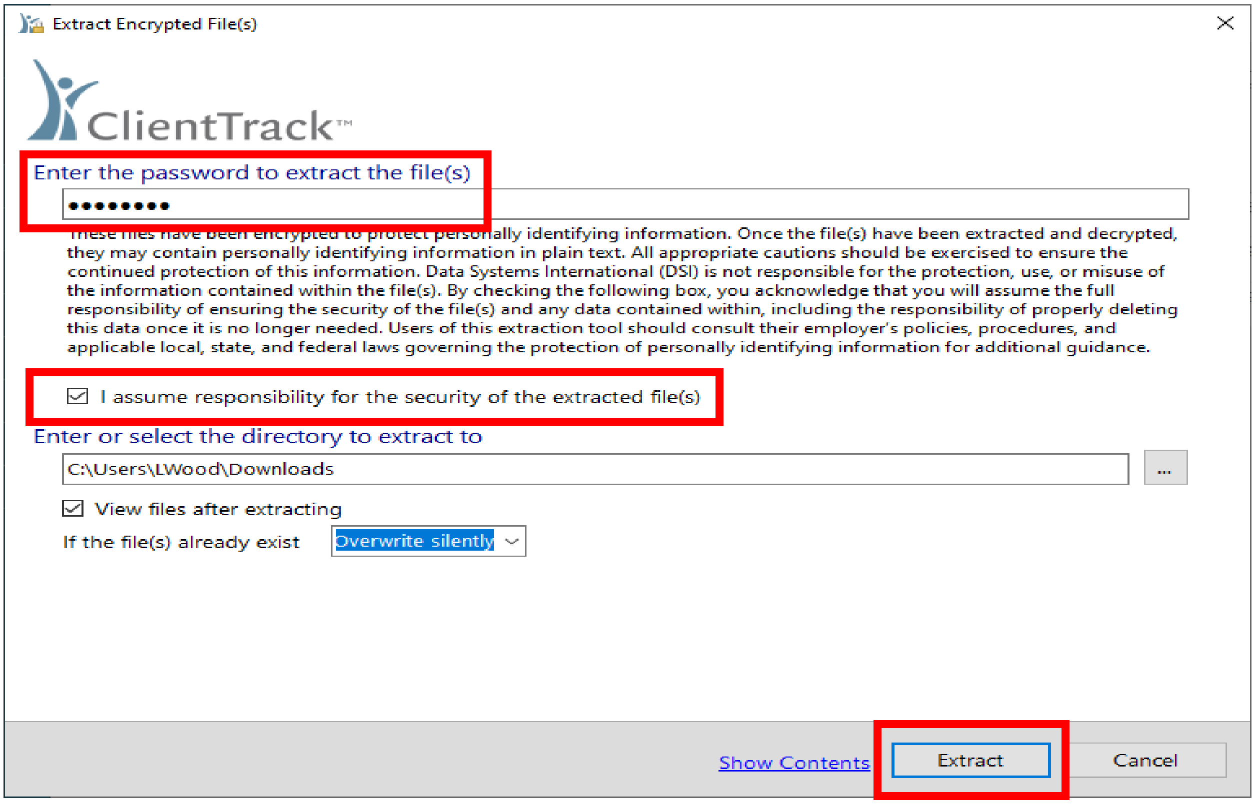


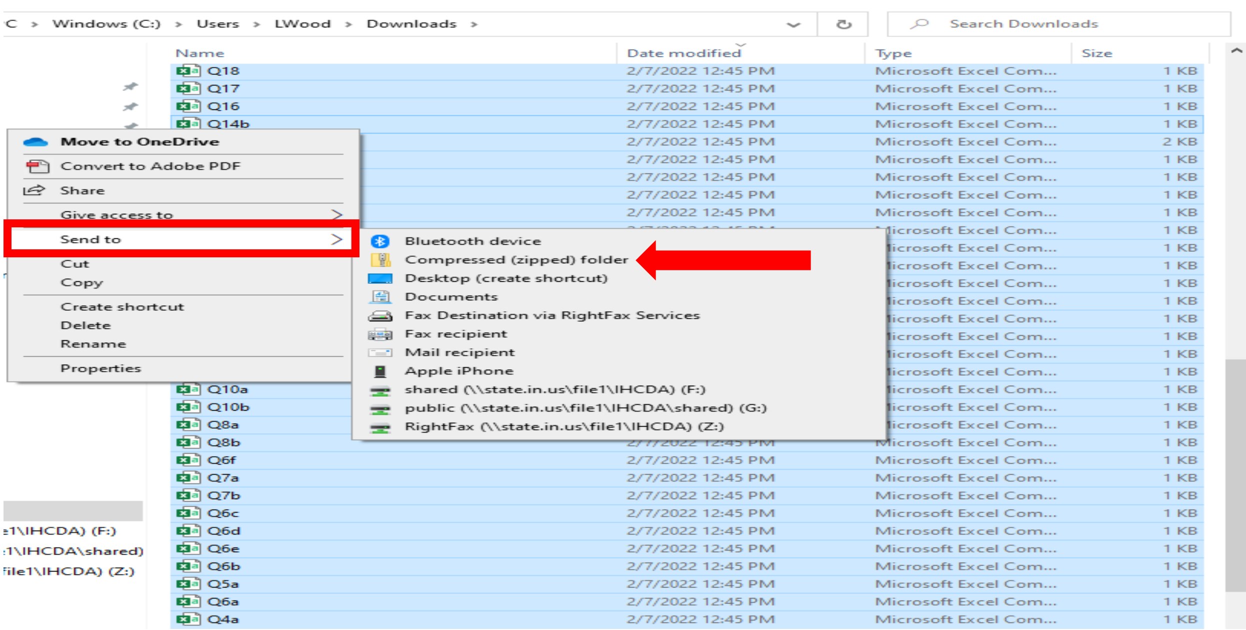
You may receive the message below. Please click on **"More info"**



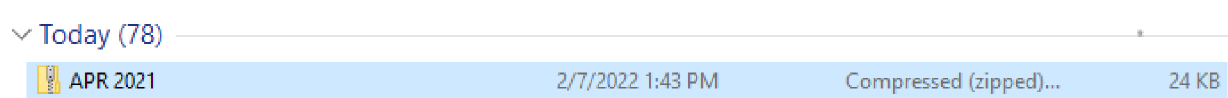


After clicking on **"Run anyway"**, a pop-up window will appear where you will enter the password you created when you originally ran the report. After entering the password, click the box next to: "**I assume responsibility for the security of the extracted file(s)." Next, click "Extract"**





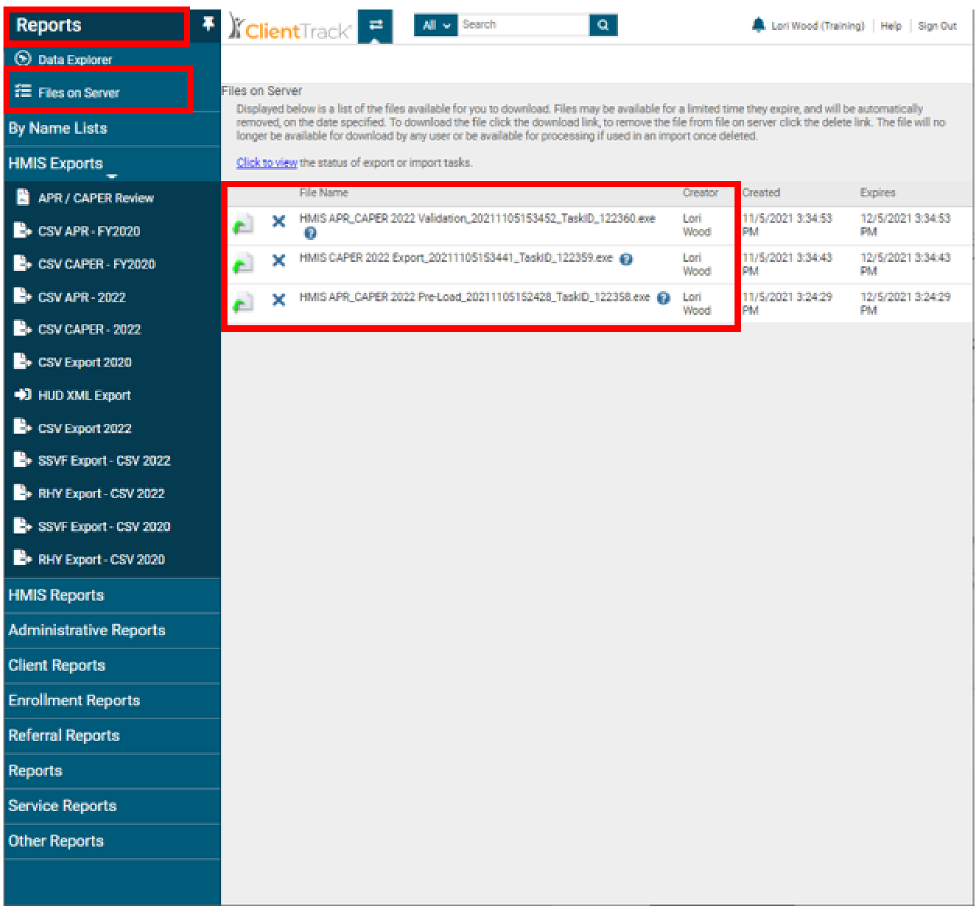
After renaming the zipped file, you can then delete the individual Excel files from your computer.



You are now ready to upload the zipped file into SAGE.

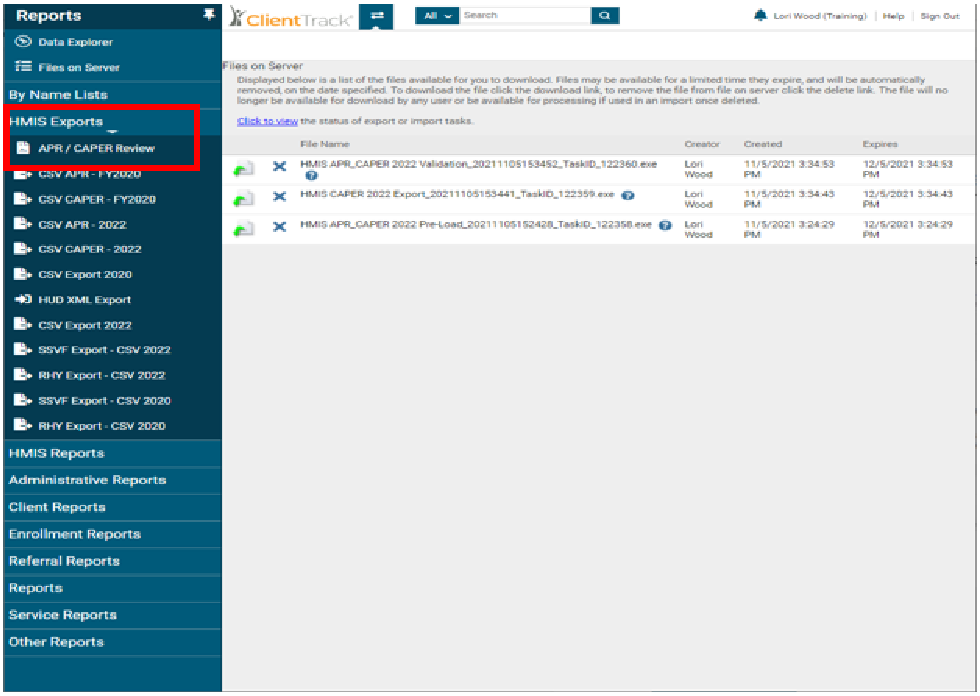
APR/CAPER REVIEW TOOL

1. Please use the **"APR/CAPER Review"** tool for identifying errors on the **APR** and/or **CAPER**
2. To use the **"APR/CAPER Review"** tool located on the **"Reports"** workspace:
   a. Run the **"APR/CAPER"** report using the **"APR/CAPER Export Quick Reference Guide"**
   b. Verify that your **APR** or **CAPER** has three separate files displayed by selecting the **"Files on Server"** option. The three required files are:
      i. **HMIS APR CAPER 2022 Validation**
      ii. **HMIS CAPER 2022 Export**
      iii. **HMIS APR CAPER 2022 Pre-Load**

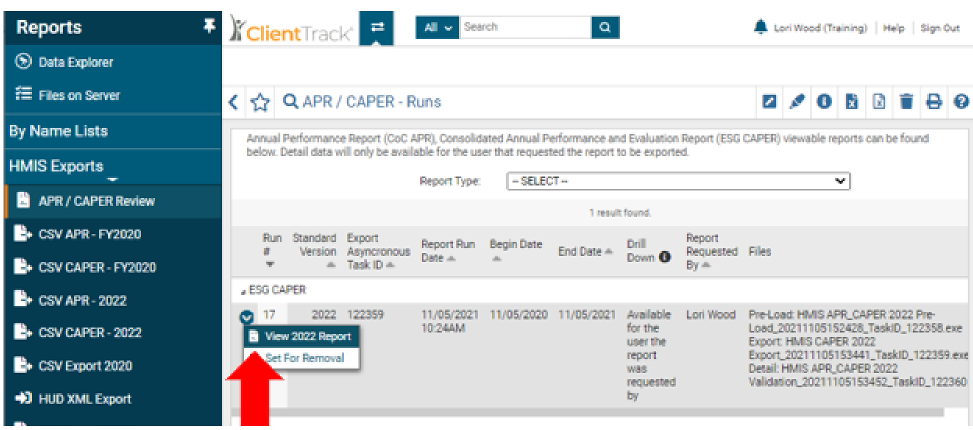


APR/CAPER REVIEW TOOL

3. Once the three files are displayed on your screen, select **"HMIS Exports"** located in the menu on the left side of the screen.
4. Next, select **"APR/CAPER Review"** (located below the **"HMIS Exports"** tab)

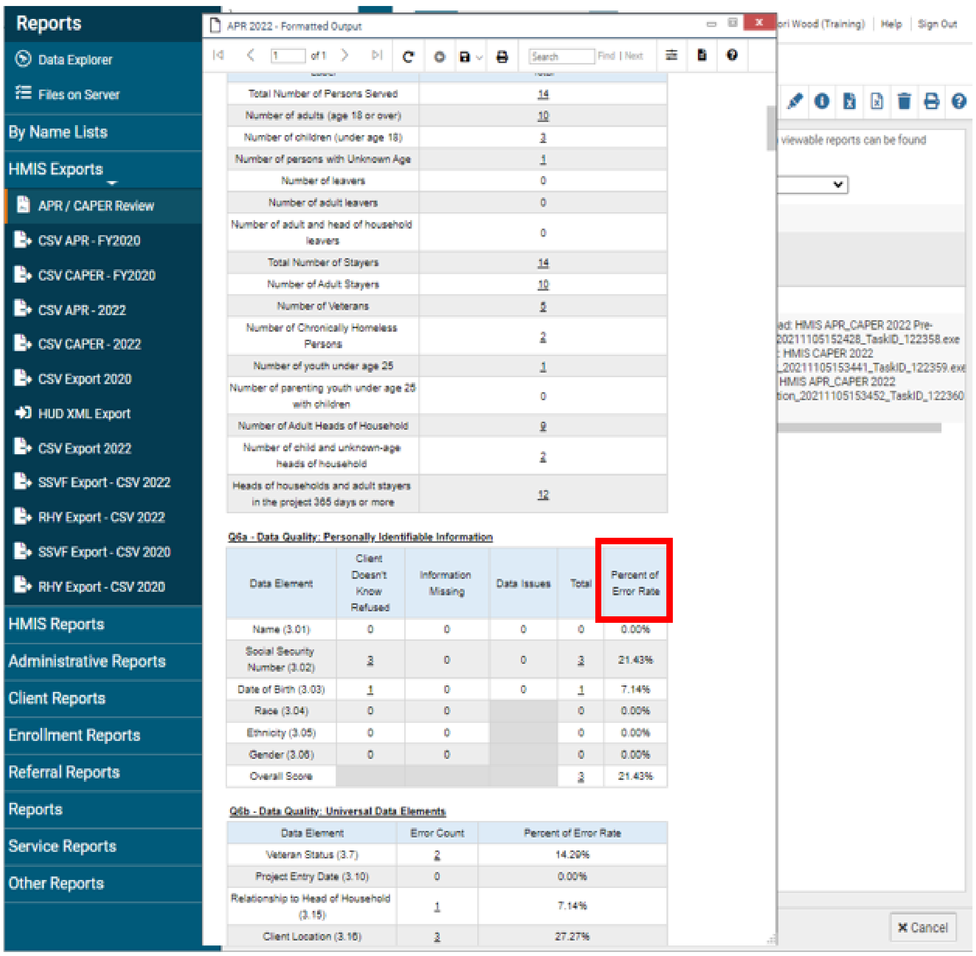


5. Next, click on the little **"blue play button"** to the left of the file as indicated in the below screenshot. Next, click **"View 2022 Report"**



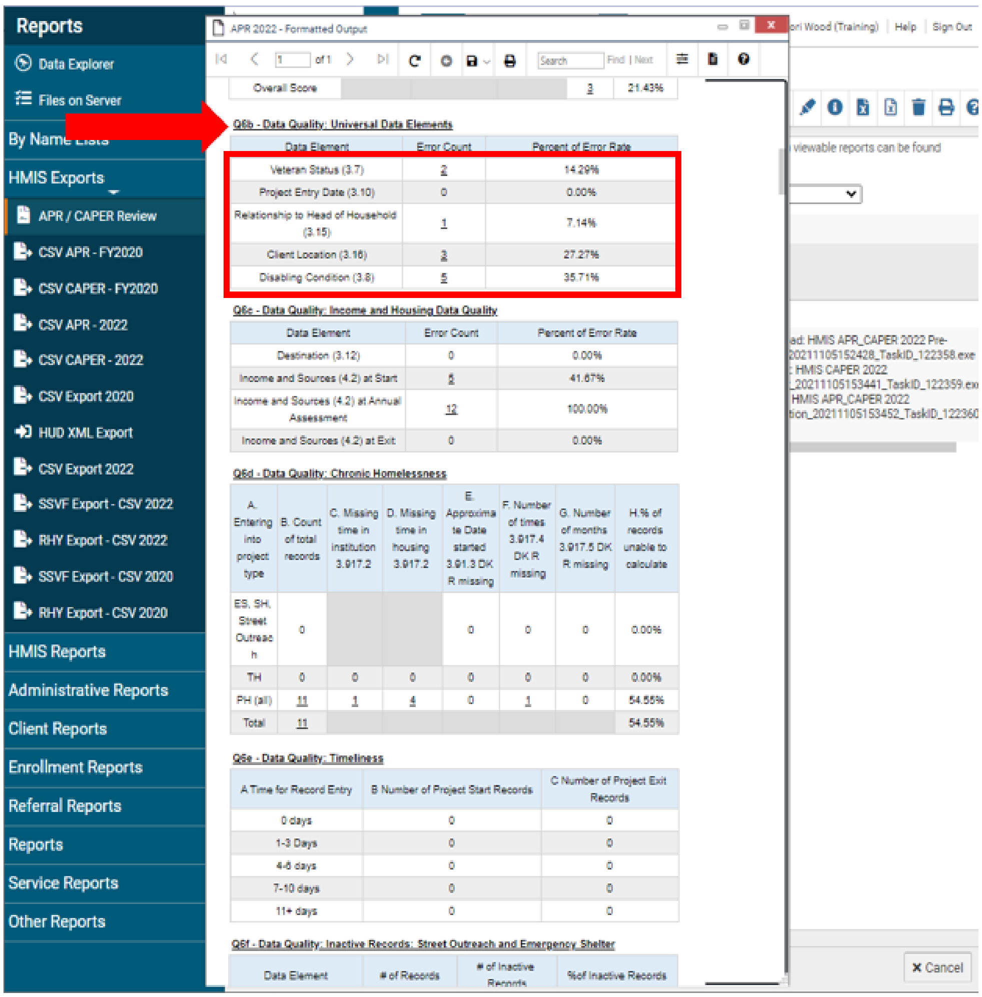
APR/CAPER REVIEW TOOL

6. A PDF of the APR/CAPER will display on the screen. Scroll down to view each of the **"Q#'s"** (questions) in the report.
7. Identify all data points with error rates greater than 5% in the **"Percent of Error Rate"** column



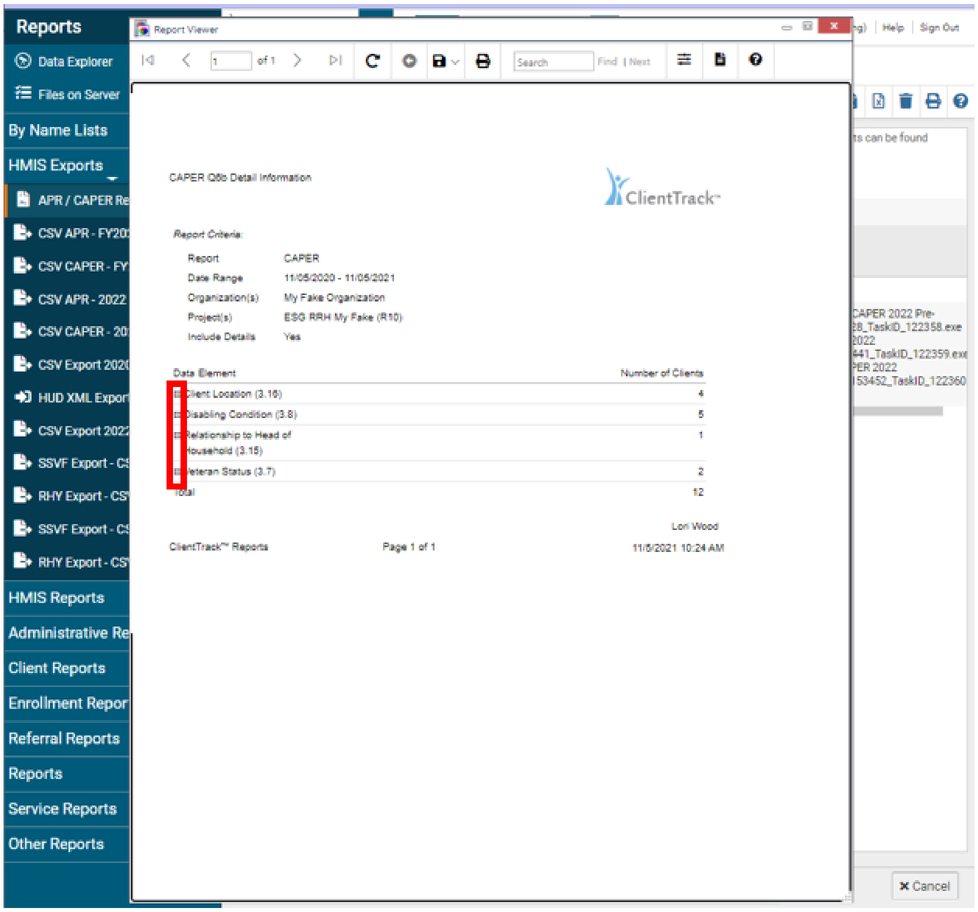
APR/CAPER REVIEW TOOL

8. To drill down to client level data, click on the **"Q#"** you need to review. For example, to review the **Universal Data Elements** errors for:
   a. **Veteran Status 14.29%**
   b. **Relationship to Head of Household $7.14%**
   c. **Client Location 27.27%**
   d. **Disabling Condition 35.71%**
9. Click **"Q6b – Data Quality: Universal Data Elements"** on the PDF



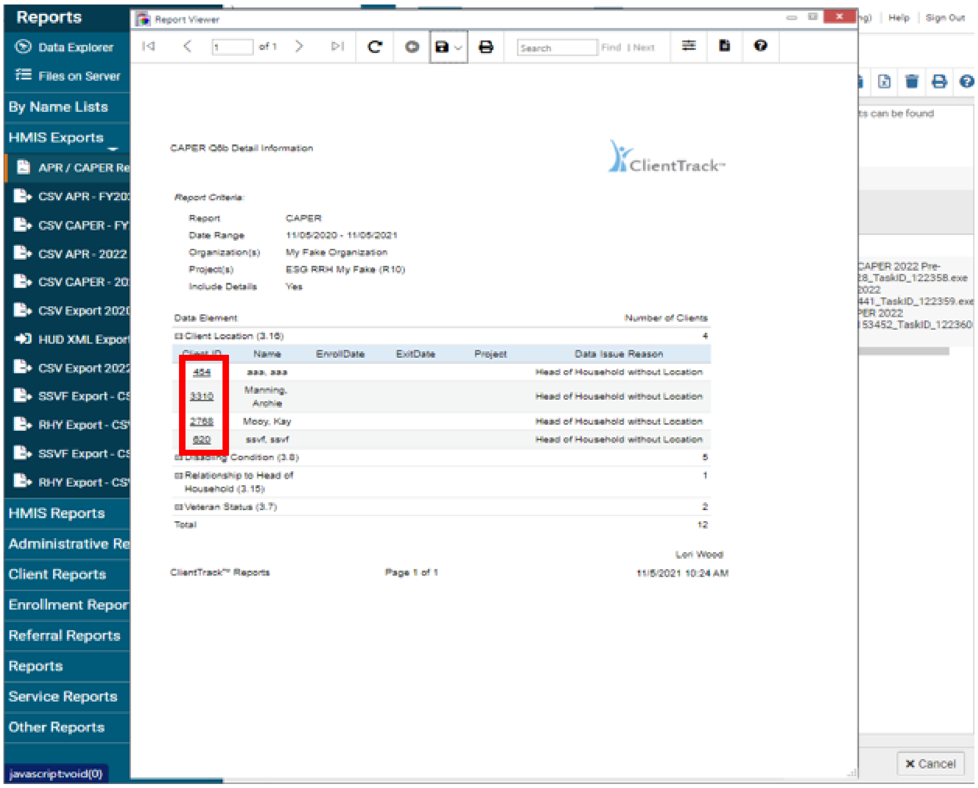
APR/CAPER REVIEW TOOL

10. An additional PDF will appear on the screen
11. To drill down to the **"Client Level"** data for each of the data elements, click on the small square located to the left of each data element.

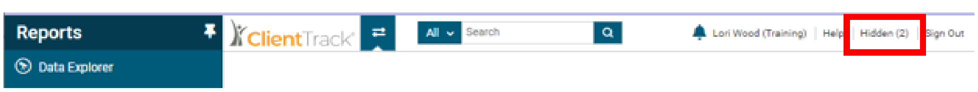


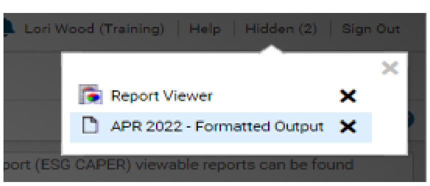
APR/CAPER REVIEW TOOL

12. You can now click on the **"Client ID#"** which will take you directly to the Client's Dashboard.



13. **(To minimize the PDFs on your screen, select the "minimize" option on the PDF. The PDF will move to the "Hidden" option located in the upper right-hand corner of your screen.)**
    a. To reopen the **"Hidden" PDFs,** click **"Hidden"** and select the reports from the pop-up window





APR/CAPER REVIEW TOOL

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.***