

CAS Notifications in HMIS

Introduction

CAS has been set up in HMIS to provide notifications to

- CAS Admins users at the lead agency (MDHA)
- Case Managers users with clients assigned to their caseload in HMIS
- CAS Contact for each housing provider one user determined by each agency
- Prioritizing Agency User users with access to the Dallas and Collin Counties CAS organization in HMIS

The following table provides information about each notification, how it is triggered, and what actions are taken by the system or are required by the person receiving the notification

Notification	Who	Where	Why/Action Completed	Action Taken/Required
Referral Made	 Prioritizing Agency CAS Contact at housing provider 	 Email Notification in ClientTrack 	The CAS Admin referred the client from the CAS Queue to a housing provider.	The referral needs to be accepted or rejected by the agency receiving the referral.
Provider Status - No Show	 CAS Admin Prioritizing Agency Case Manager 	 Email Notification in ClientTrack 	The housing provider marked the Referral Outcome as "No Show" because they accepted the referral, but there has been no client response for 7 days.	The client will display in the CAS Exit Queue to be exited from CAS by the CAS Admin.
Provider Rejects Referral	• CAS Admin	 Email Notification in ClientTrack 	The housing provider marked the Referral Outcome as "Unsuccessful referral: Provider Rejected" because they are not accepting the referral.	CAS Admin will have the opportunity to refer the client to a new program through the CAS Queue.
Client Rejects Referral	• CAS Admin	 Email Notification in ClientTrack 	The housing provider marked the Referral Outcome as "Unsuccessful referral: Client Rejected" because they accepted the referral, but the Client declined services.	First 4 client rejections, the client will display in the CAS Queue with the outcome status and the number of Client Rejections. After the 5 th client rejection, the client will display in the CAS Exit Queue.



HMIS Cheat Sheet

Client No Activity - 83 Days	• Case Manager	 Email Notification in ClientTrack Generated in a nightly process. 	It has been 83 days since the client's most recent Document Check (updated Documentation of Homelessness), and the client is at risk of being considered inactive in 1 week.	Case Manager should upload new documentation in Document Check to keep the client from going inactive.
Client No Activity - 90 Days	Case Manager	 Email Notification in ClientTrack Generated in a nightly process. 	It has been 90 days since the client's most recent Document Check (updated Documentation of Homelessness), and the client is being considered inactive.	The client will display in the CAS Exit Queue to be exited from CAS by the CAS Admin.
Documentation Incomplete	 Case Manager 	 Email Notification in ClientTrack 	The CAS Admin marked "Documentation Incomplete" because certain criteria to approve the client for referral is missing.	Case Manager should upload new documentation in Document Check to allow client to be referred.

Managing Notifications

Notifications in ClientTrack display in two ways: via a pop-up window when you log in and via the notification bell next to your name in the top right corner.

Pop-up Window

Home Ŧ	Client Track [®]	≓ All v Search Q	2 Megan Starnes (Training)	* MDHA Lead Agency 2 He	lp Sign Out	
🛱 Dashboard	Megan Starnes					
🏳 Recent	* MDHA Lead Agency 2	HMIS: HMIS Programs				
My ClientTrack	K Welcome Mega	Reminders Reminders			Ľ	
Q Chronic Homeless Status	* MDHA Lead Agenc	Dismiss All				
D Bulletin Board	Welcome to ClientTrack.	Apr 20 1/20 AM Rain, Thunder, 144, is scheduled to become inactive on 04/27/2021 started 14 hours 13 minutes ago				l
Recent	Current Program Enr	Apr 20 120 AM • Rain, Thunder, 144, is scheduled to become inactive on 04/27/2021 started 14 hours 13 minutes ago				
Active Cases Current Enrollments w/	ProgramName	Apr 20 1.20 AM • Rain, Sky, 145, is scheduled to become inacti started 14 hours 13 minutes ago Dismiss		Cases	Clients	
Most Recent Assessment	Agape - Housing4Hop	Apr 20 Rain, Sky, 145, is scheduled to become inactive on 04/27/2021		1	1	
Quick Services - Multiple	AGIF - NVOP SSVF HP	started 14 hours 13 minutes ago		3	4	
Clients	AGIF - NVOP SSVF RR	Apr 20 Givens, Jasper Sr, 348, is scheduled to become inactive on 04/25/2021 1:20 AM		2	4	
My Information	AIN 2- Daire Center (D	started 14 hours 13 minutes ago		4	7	
Change My Password	ASC - Emergency She	Asr 20 Sivens, Jacper Gr, 340, is esheduled to become inactive on 04/25/2021 1:20 AM		11	16	
	ASC - ESG City of Dalla	a started 14 hours 13 minutes ago		1	2	
🌇 My Team	ASC - Housing Stabiliz	Apr 20 • Auto Exit, Path, 1377, is scheduled to become inactive on 04/26/2021		2	4	
O Paused Operations	ASC - RRH Services ES	Stata-inactive		1	2	

You can Snooze or Dismiss individual notifications by hovering over them (shown above). Snoozing the notifications will allow them to pop up again in several minutes. Dismissing notifications marks them as acknowledged and no longer displays them in the pop-up. You also have the option to Dismiss All at the top of the pop-up.



Notification Bell

You will see a red circle with a number inside next to the bell when you have new notifications. Click the bell to view the notifications.





Clicking on the notification allows you to edit the details and alerts for that notification.



Calendar View

Click Open Calendar to see the notifications in a calendar view. The notification will display on the date you received the notification.

Home 🖡	Client Track	All 🖌 Search	Q			🜲 Megan Starnes (Training) * Mt)HA Lead	Agency 2	Help S	lign Out
🕮 Dashboard	Megan Starnes									
🏳 Recent	* MDHA Lead Agency 2 HMIS	3: HMIS Programs								
My ClientTrack	K Megan Starnes's Calendar						0			
Q Chronic Homeless Status	« 2020 < March Monday	Tuesdav	Wednesday	Thursday	Friday	May > 2022 » Saturday		8	1 0001	*
	29	30	31	1	2	3	r	Ар	11, 2021	
Bulletin Board			RRH, Freda, 1626, is scheduled to become inactive on 04/07/2021	RRH, Freda, 1626, is scheduled to become inactive on 04/07/2021	RRH, Freda, 1626, is scheduled to become inactive on 04/07/2021	Test, Agripina, 350, is scheduled to become inactive on 04/04/2021	K ·	< To	day	> > Fri Sat
D Recent			Test, Agripina, 350, is scheduled to become inactive on 04/04/2021	Test, Agripina, 350, is scheduled to become inactive on 04/04/2021	Test, Agripina, 350, is scheduled to become inactive on 04/04/2021	Test, Lil Tony Bolonie, 351, is	28	29 30	31 1	2 3
			Test, Lil Tony Bolonie, 351, is	Test, Lil Tony Bolonie, 351, is	Test, Lil Tony Bolonie, 351, is		11	5 6 12 13	7 8 14 15	9 10 16 17
Active Cases			04/04/2021	04/04/2021	04/04/2021	Test, Lil Tony Bolonie, 351, is	18	19 20	21 22	23 24
Current Enrollments w/ Most Recent Assessment	5 Test, Rae, 459, is scheduled to become inactive on 04/10/2021	6 Test, Rae, 459, is scheduled to become inactive on 04/10/2021	7 Test, Rae, 459, is scheduled to become inactive on 04/10/2021	8 Test, Rae, 459, is scheduled to become inactive on 04/10/2021	9 Test, Rae, 459, is scheduled to become inactive on 04/10/2021	10 Test, Rae, 459, is scheduled to become inactive on 04/10/2021	20	20 27 3 4 Selec	5 6 date	7 8
Quick Services - Multiple Clients	Brock, Jay Glenn, 1115, is scheduled to become inactive on 04/08/2021 Test, Kid, 1423, is scheduled to	Brock, Jay Glenn, 1115, is scheduled to become inactive on 04/08/2021 Test, Kid, 1423, is scheduled to	Brock, Jay Glenn, 1115, is scheduled to become inactive on 04/08/2021 Test, Kid, 1423, is scheduled to	Brock, Jay Glenn, 1115, is scheduled to become inactive on 04/08/2021 Test, Kid, 1423, is scheduled to	Test, Kid, 1423, is scheduled to become inactive on 04/10/2021 Test, Jerome, 1447, is scheduled to become inactive on 04/13/2021	become inactive on 04/10/2021 arest, Kid, 1423, is scheduled to 11 arest, Jerome, 1447, is scheduled to become inactive on 04/13/2021	Arranged by Category A Newest on top A Click here to add a new task			
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Ochange My Password	 Test, Jerome, 1447, is scheduled to become inactive on 04/13/2021 Test, Ashley, 1448, is scheduled 	 Test, Jerome, 1447, is scheduled to become inactive on 04/13/2021 Test, Ashley, 1448, is scheduled 								
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O Paused Operations	Sky, Blueberry, 1622, is	Sky, Blueberry, 1622, is				04/20/2021				
E My Submitted Issues	Givens, Rocky Esq, 340, is scheduled to become inactive on 04/20/2021	20 Givens, Rocky Esq, 340, is scheduled to become inactive on 04/20/2021	 Rain, Thunder, 144, is scheduled to become inactive on 04/27/2021 Rain, Sky 145 is scheduled to 	22 Rain, Thunder, 144, is scheduled to become inactive on 04/27/2021	 Rain, Thunder, 144, is scheduled to become inactive on 04/27/2021 Rain, Sky, 145, is scheduled to 	24				
Coordinated Access System (CAS)	Givens, Jasper Sr, 348, is scheduled to become inactive on 04/25/2021 Test, Testy, 1430, is scheduled to	Civens, Jasper Sr, 348, is scheduled to become inactive on 04/25/2021 King, Smoothie, 437, is	Become inactive on 04/27/2021 Givens, Jasper Sr, 348, is scheduled to become inactive on 04/25/2021	 Rain, Sky, 145, is scheduled to become inactive on 04/27/2021 Givens, Jasper Sr, 348, is scheduled to become inactive on 	become inactive on 04/27/2021 Givens, Jasper Sr, 348, is scheduled to become inactive on 04/25/2021	25				
	26	27	28	29	30	2				

Viewing All Notifications

You can view previous notifications that you have dismissed, acknowledged, or otherwise marked as completed. Click View Notifications to see them all and filter to by action you've taken on them so far.

