



MONTHLY OFFICE HOURS

April 2026

Solving Homelessness Together • Dallas & Collin Counties

MEET YOUR HMIS TEAM



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TODAY'S AGENDA

April 23, 2026 1:00pm

01

Announcements

URL and Log In Updates

02

ClientTrack Feature Highlight

Quick Services - Multiple Clients

03

HMIS Deep Dive

Paused Workflows

04

Office Hours Reminders

Weekly · Monthly · Quarterly

01

ANNOUNCEMENTS

URL and Log In Updates

ANNOUNCEMENTS

URL Changes

- As of Monday, April 20, the URL for ClientTrack has changed
- New URL: ct.caseworthy.net/login/housingforward
- The old URL will continue to redirect to the new URL, but we recommend that you update your bookmarks as soon as possible

ANNOUNCEMENTS

Log In Updates

- Multifactor authentication is coming!
- This will improve the security of our neighbors' information and our system as a whole
- We will provide more details when we get closer to launch

02

CLIENTTRACK FEATURE HIGHLIGHT

Quick Services – Multiple Clients

CLIENTTRACK FEATURE: Quick Services – Multiple Clients

1

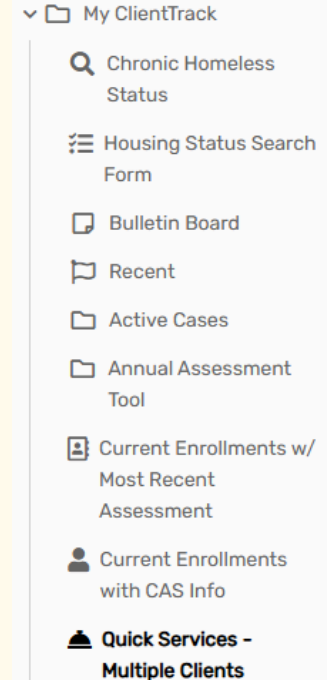
What is it?

This functionality allows you to add a service for multiple clients at the same time.

2

How do you get there?

From the Home Workspace, go to My ClientTrack, then scroll down to “Quick Services – Multiple Clients”



03

DEEP DIVE

Paused Workflows

PAUSED WORKFLOWS: OVERVIEW

WHAT IS IT?

When a workflow is started but not completed, it creates a Paused Workflow

In the past 30 days, there have been 454 paused workflows created

WHY DOES IT MATTER?

Impact on data quality:

If not addressed, the client will have missing data elements that are required for your project

Impact on reporting:

Missing data can result in errors in HUD reporting.

Impact on the people we serve:

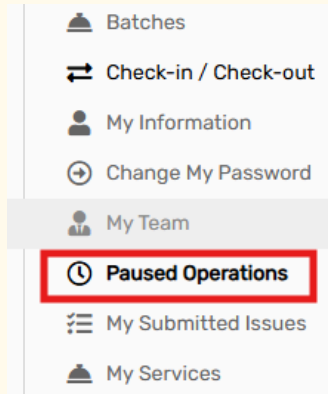
Without the missing information, we won't have a full picture of the client's situation and needs.

ACTIONS TO TAKE

1

Identify workflows you have paused

Go to My ClientTrack → Paused Operations.

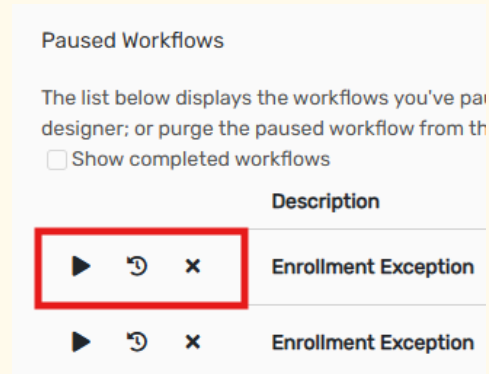


Who: Case Managers

2

Choose how to resolve

You can resume, restart, or delete the workflow



Who: Case Managers

3

Double check the enrollments

- Go to the client's dashboard and look at the enrollments
- Double check that all the dates are correct
- If an enrollment needs to be deleted, email the help desk

Who: Case Managers

MOVING FORWARD

- Check for paused workflows daily as part of the [user checklist](#)
- DQOs: run the Paused Operations report to identify users at your agency who need support
- Users who appear on the report repeatedly will be required to attend additional training



OFFICE HOURS

WEEKLY

All HMIS End-Users

General Technical Assistance

Every Friday
10:30am – 11:30am

[Click here to join.](#)

MONTHLY

All HMIS End-Users

Specific HMIS Reinforcement

4th Thursday
1:00pm – 2:30pm

[Click here to join.](#)

QUARTERLY

HMIS Data Quality Officers

Technical Assistance for DQO Duties

2nd Tuesday following
End of Quarter
10:00am – 11:30am

[Click here to join.](#)

Questions? Feedback?

Thank you for joining Monthly Office Hours!

Submit a help desk ticket: help@housingforward.on.spiceworks.com

Next Office Hours: May 28, 2026 at 1:00pm ([link](#))

Resources: [HMIS Documents](#)

