



DQO OFFICE HOURS

July 2026

Solving Homelessness Together • Dallas & Collin Counties

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ANNOUNCEMENTS

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New Utilization Report

- We have created a new utilization report that will make it easier to evaluate if your programs are meeting the utilization benchmarks in the DQMP
- Detailed instructions for how to run the report are included in the updated submission guide.

NEED TO KNOW

Due date for submissions: July 31, 2026

No late submissions will be accepted

ANNOUNCEMENTS

Duplicate Clients

- During the first 2 quarters of 2026, **over 4000** duplicate clients were created in ClientTrack.
- Tickets created for duplicates will now copy the case manager who created the duplicate.
- Please help us enforce the process of searching for a client before adding them.

NEED TO KNOW

Interested in learning how many duplicates your agency created?

Interested in who is creating duplicates at your agency?

Please submit a help desk ticket, and we will let you know!

Questions? Feedback?

Thank you for joining DQO Office Hours!

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

Next DQO Office Hours: October 13, 2026 at 10:00am ([link](#))

Resources: [HMIS Documents](#)



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.](#)