

DQO Workgroup

Accessing the Workgroup

If you are the designated Data Quality Officer for your organization and you have access to ClientTrack, you can access the DQO Workgroup by opening your Account Settings and choosing the following:

- Workgroup: DQO
- Organization: (your agency)

ACCOUNT SETTINGS

Workgroup

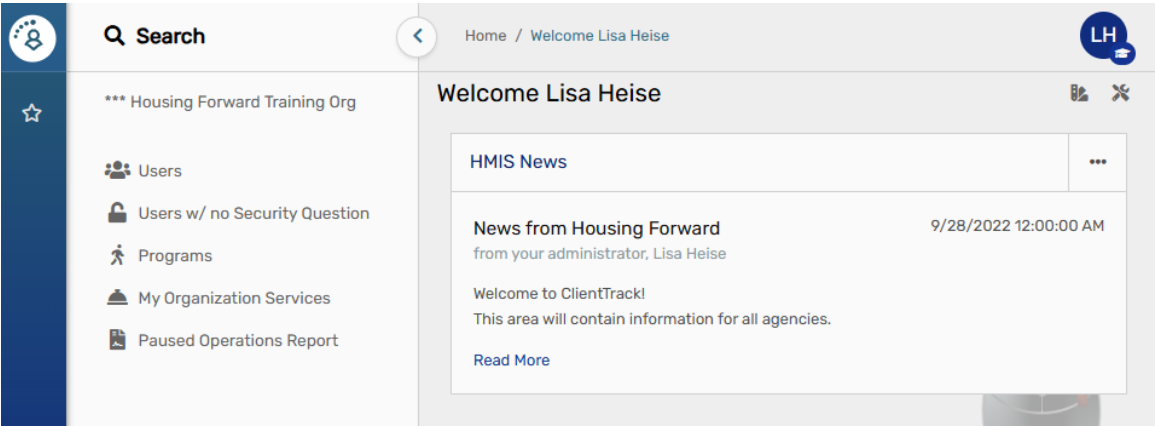
Organization

This workgroup will give you access to the following additional features. Scroll down this page to learn more about each one.

- Dashboard
- Users Page
- Users w/ no Security Question
- Programs
- My Organization Settings

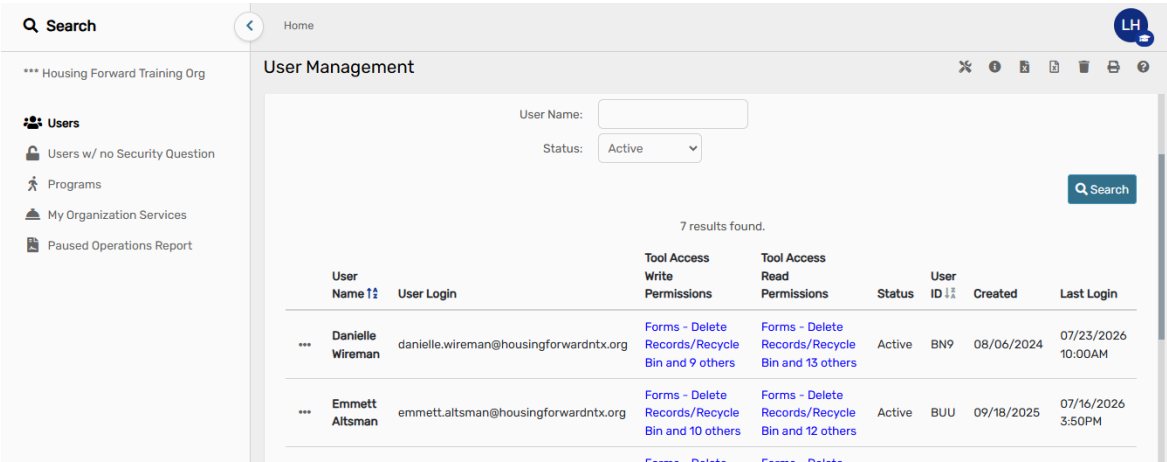
Dashboard Page

The dashboard of the DQO workgroup shows HMIS News. Check here for updates from your HMIS Admins:

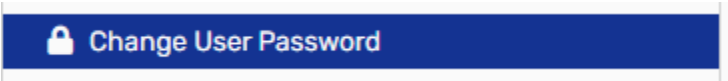


Users Page

The menu on the left has 6 buttons. The Users page shows all users for your organization. You can filter by Active, Inactive, and Pending:



The action button to the left of each user will give you options to see user login history and update the user's password:



Users w/ no Security Question

Users w/ no Security Question will populate a query that shows all users within your org who have not set their security question:

*** Housing Forward Training Org

Users

Users w/ no Security Question

Programs

My Organization Services

Paused Operations Report

Enter Query Parameters

Parameter	Value
User ID	AJO
User Org	TRA
Max Rows	

View Results

Export

Home Search

Home

LH

*** Housing Forward Training Org

Users

Users w/ no Security Question

Programs

My Organization Services

Paused Operations Report

Users w/ No Security Question + @OrgID@ Filter

ClientTrack
BY CASEWORTHY

Filtered by:

User ID: AJO

User Org: TRA

Max Rows:

Organization	OrgID	UserName	Email
*** Housing Forward Training Org	TRA		
*** Housing Forward Training Org	TRA		
*** Housing Forward Training Org	TRA		
*** Housing Forward Training Org	TRA		
*** Housing Forward Training Org	TRA		
*** Housing Forward Training Org	TRA		
*** Housing Forward Training Org	TRA	HMIS Trainer	HMIS@dmrt.org
*** Housing Forward Training Org	TRA	HMIS14	HMIS14@dmrt.org

Programs

Programs will show by default all active HMIS programs in your organization. You can also see all programs regardless of active status and all programs regardless of their participation in HMIS. Please notify us if any programs listed under the active list should be ended:

Search
Home / Program Setup
LH

*** Housing Forward Training Org

Users

Users w/ no Security Question

Programs

My Organization Services

Paused Operations Report

Program Setup

Program:

Project Type: -- SELECT --

Show only HMIS Programs: ☒

Show only active programs: ☒

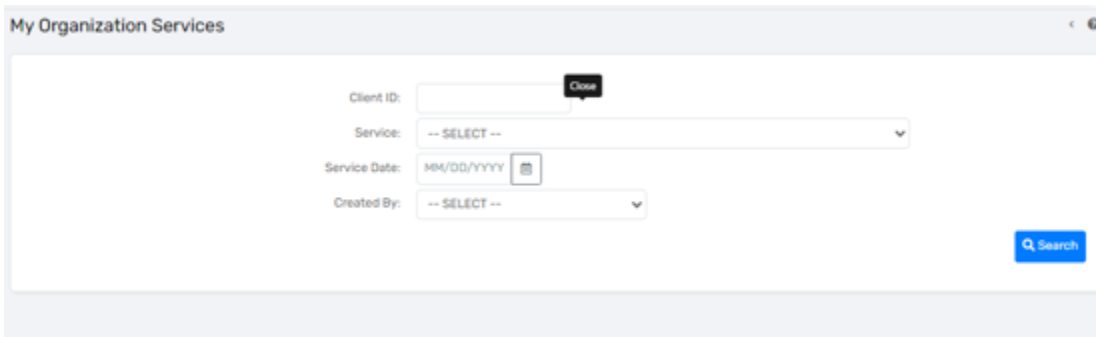
Search

23 results found.

Program ↑↓	Program ID ↓↑	Program Type ↑↓	Auto Exit Days	Program Start Date	Program End Date	Quick Info
▼ Day Shelter						
TRAIN - HUD: ESG - ES (oper &/or ess) (DS)	877	Day Shelter		3/20/2024		
▼ Emergency Shelter - Night-by-Night						
TRAIN - HUD: ESG -		Emergency Shelter				

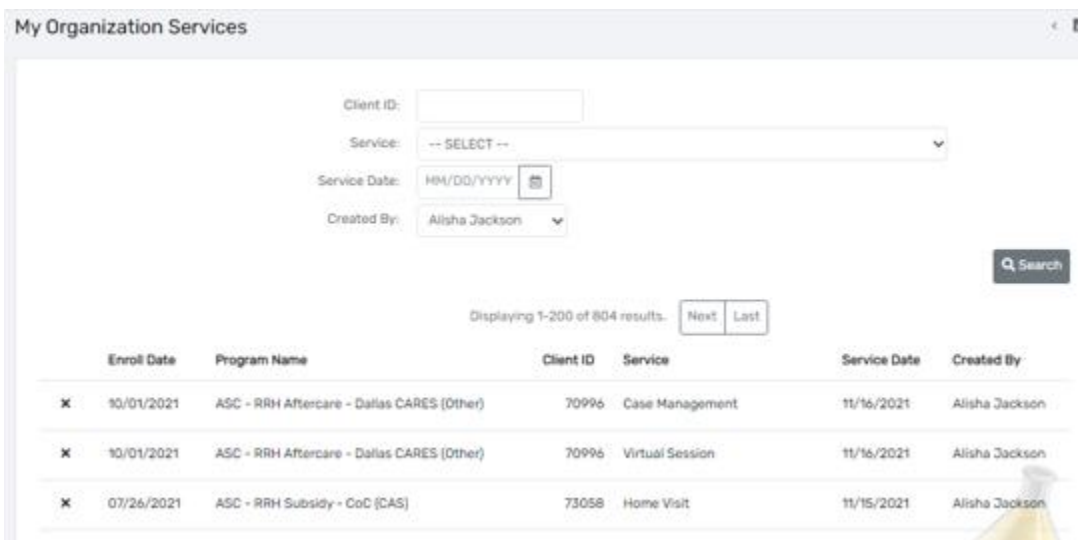
My Organization Services

My Organization Services will list services created by your organization. You can filter by Client ID, Service, Service Date, and the user who created the service:



The screenshot shows a web interface titled "My Organization Services". It features a filter form with the following fields: "Client ID" (text input), "Service" (dropdown menu with "-- SELECT --"), "Service Date" (date picker with "MM/DD/YYYY" format), and "Created By" (dropdown menu with "-- SELECT --"). A "Close" button is located next to the "Client ID" field. A blue "Search" button is at the bottom right of the filter area.

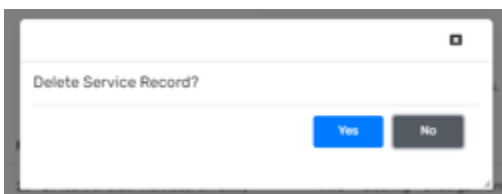
Filtering only by user will list all services created by the user:



The screenshot shows the "My Organization Services" interface with the "Created By" filter set to "Alisha Jackson". The table displays 804 results, showing the first three rows. Each row has an "X" icon in the first column, indicating a delete option.

	Enroll Date	Program Name	Client ID	Service	Service Date	Created By
X	10/01/2021	ASC - RRH Aftercare - Dallas CARES (Other)	70996	Case Management	11/16/2021	Alisha Jackson
X	10/01/2021	ASC - RRH Aftercare - Dallas CARES (Other)	70996	Virtual Session	11/16/2021	Alisha Jackson
X	07/26/2021	ASC - RRH Subsidy - CoC (CAS)	73058	Home Visit	11/15/2021	Alisha Jackson

Click the "X" next to any service and confirm via the pop-up to delete it:



The screenshot shows a pop-up dialog box titled "Delete Service Record?". It has a text input field and two buttons: "Yes" (blue) and "No" (grey).

A service should only be deleted if it was created in error.

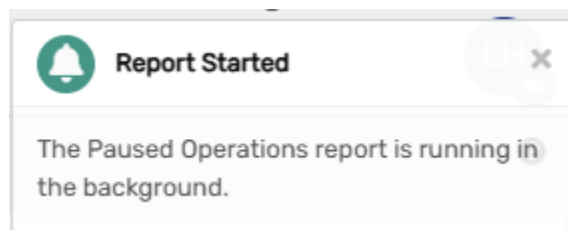
Paused Operations

Paused Operations Report will show paused workflows for all users for your organization:

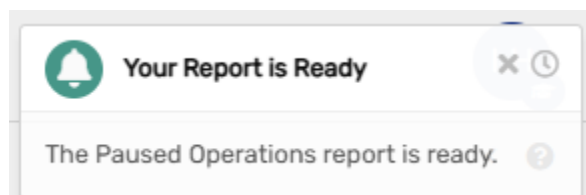
The screenshot shows the 'Paused Operations Report' page. On the left is a sidebar with a search bar and a list of navigation items: '*** Housing Forward Training Org', 'Users', 'Users w/ no Security Question', 'Programs', 'My Organization Services', and 'Paused Operations Report' (which is highlighted). The main content area is titled 'Paused Operations Report' and contains several sections: 'Saved Report Settings' with a dropdown menu currently set to '-- SELECT --'; 'Date Range' with a 'Predefined Date Range' dropdown set to 'Current Month' and date pickers for 'Begin Date' (07/01/2026) and 'End Date' (07/31/2026); and 'Organization(s)' with a list of organizations including 'Housing Forward Lead Agency 2', 'Housing Forward Training CAS Org', 'Housing Forward Training Org' (which is checked with a green checkmark), and 'Housing Forward Training Sensitive Org'. At the bottom right of the main area is a graduation cap icon. At the bottom of the page are three buttons: 'Report', 'Schedule Report', and 'Cancel'.

Enter your date range and click Report.

You'll see a notification on the top right of your screen that your report is running:



You'll see a notification on the top right of your screen that your report is ready:



Paused Operations



Report Criteria:

Report Period: 7/1/2026 to 7/31/2026

Organizations: *** Housing Forward Training Org

☐ *** Housing Forward
Training Org

☐ HMIS2

☐ Work Flow Paused

W Flow ID	W Flow Desc	Date Paused	Step	Entity
1000000003	Enrollment Exception	7/9/2026 9:07:28 AM		
1233	HMIS 2014 Program Data (Missed) Annual Assessment	7/16/2026 10:44:33 AM		

User Total: 2

Organization Total: 2

☐ HMIS3

☐ HMIS6

Click the plus next to your organization and you'll see a list of users.

Click the plus next to a user and you'll see paused operations.

Click the plus next to the operation and you'll see the workflow ID, date paused, and entity.

The entity for paused workflows will be the client's name.