CONNECTICUT COALITION to
END HOMELESSNESS

# HMIS Release Notes

December 24, 2019

## What is the change?

The client dashboard has been configured to include:

- Client contact information (cell phone, email, home phone, work phone)
- All open enrollments and the last 3 closed enrollments
- CAN appointment outcome
- List which services the client has received (financial assistance, been in shelter, etc.)
- BNL list status and sub-status
- CAN Navigator, if assigned

## Which users are impacted?

All user roles that view client records on an individual basis are impacted. This includes users from the entire Coordinated Access system including 211, the CANs, DOH, CCEH and all other users who view client records.

## How does this help?

Currently, there is no easy and fast way to get an overview of a client record. The current workflow requires a CAN or 211 staff members to navigate different sections to access all of the various sections of a client record. The dashboard will provide the snapshot of a few key data points.

This summary information is critical for 211 to better understand the history of any caller in order to provide the correct assistance or connect the caller with the appropriate case manager. This will benefit all users by providing a snapshot of all previous activity so that they can better assist the client's needs.

## When will I see this change in HMIS?

**<u>This change is expected to be rolled out on December 31, 2019.</u>**

Summary of the changes that will display on the client dashboard:

- Client contact information (cell/work/home phone, email)
- All open enrollments and the last 3 closed enrollments
- BNL list status and sub-status
- The 'Services (Summary)' table shows the services that the client received most on top and in descending order
    - This will allow you to quickly see the services the client has received the most to the least
- Clicking on any data row will take you directly to that page in HMIS, with the exception of the 'Last CA Assessment Status' which is not hyperlinked due to technical reasons
    - For example, if you click on any open enrollment, you will be directed to the Enrollment Member Summary page

- All sections/tables are exportable to Excel.  Click on the blue icon in the top right corner of each section.
- The ‘Last CA Assessment Status’ displays a yellow highlight if it’s in progress and no highlight if it’s completed.
- A client alert will display at the top if something is overdue (e.g., the client’s ROI is out of date, etc.).

A sample of what the new client dashboard is shown below.  The sections that display will vary based upon the data in the client record.  The gray boxes are concealing identifiying information.