

# Homeless Management Information System (HMIS) ClientTrack

The Homeless Management Information System (HMIS), ClientTrack, is an online customer tracking system used by the Coalition for the Homeless and partners in the Houston area to record services to area individuals experiencing homelessness. Workforce Solutions Tracking Units and Career Offices use HMIS to run reports of referrals from The Way Home partners and locate customers referred to Workforce Solutions.

Access for the site is limited to staff who have user IDs and have received the appropriate system training.

## Log In

Access the HMIS through your internet browser at:  
[https://www.clienttrack.net/hc\\_harris](https://www.clienttrack.net/hc_harris)

The log on screen displays.

Enter your user name and password. Note: Your user name is your email address. You will be given a temporary password which must be changed when you log on for the first time.

Click on **Sign In**



The login screen features the ClientTrack logo at the top, which includes a stylized human figure with arms raised. Below the logo is the text "ClientTrack™". Underneath, it says "Sign In to ClientTrack". There are two input fields: "User Name" and "Password". A link for "Did you forget your password?" is located below the password field. At the bottom left, there is a green arrow pointing right next to the text "Sign in". On the right side, there is a faint background image of a laboratory flask containing yellow liquid.

The ClientTrack information page displays.  
Select:

**Workgroup:** Income Now  
**Organization:** Baker-Ripley  
**Location:** Leave blank

Click on **Use these settings**

*Note: Baker-Ripley is the Organization for all Workforce Solutions staff, regardless of the contractor.*



The settings page features the ClientTrack logo at the top, which includes a stylized human figure with arms raised. Below the logo is the text "ClientTrack™". Underneath, it says "Workgroup". There are three dropdown menus: "Income Now", "City of Houston DHHS", and "CoH HDHHS". At the bottom left, there is a green arrow pointing right next to the text "Use these settings" and "Open ClientTrack using these settings." On the right side, there is a faint background image of a laboratory flask containing yellow liquid.

# Homeless Management Information System (HMIS) ClientTrack

Your Homepage displays.

The screenshot shows the ClientTrack homepage for Yvette Fuentes. The left navigation bar includes 'User Dashboard', 'MY CLIENTTRACK', 'User Dashboard', 'My User Configuration', 'Recent', 'INCOME NOW' (highlighted with an orange box), and 'GLOBAL ADMINISTRATION'. The main content area displays 'Welcome Yvette Fuentes', 'City of Houston DHHS News', 'Bulletin Board', 'Dashboard Issues', and 'Dev Test Message'. The right sidebar shows 'Active Case Assignments' with a table of client data.

Client Name	Begin Date	Program
room, mike	08/08/2018	HACS - ACE
Mike, Little	07/26/2018	HACS - ACE
Pain, Cindy	07/11/2018	HACS - ACE
Cake, Birthday	06/28/2018	HACS - ACE
Ball, Base	06/20/2018	HACS - ACE
		HACS -

To run a report of referrals, click on **Income Now** on the left navigation bar. Your left navigation menu options change. Click on **Income Now Referrals**.

The screenshot shows the ClientTrack homepage after clicking 'Income Now'. The left navigation bar now includes 'Income Now Referrals' (highlighted with an orange box). The main content area remains the same, but the 'Active Case Assignments' table now includes a new entry for 'Lewis, Isabel'.

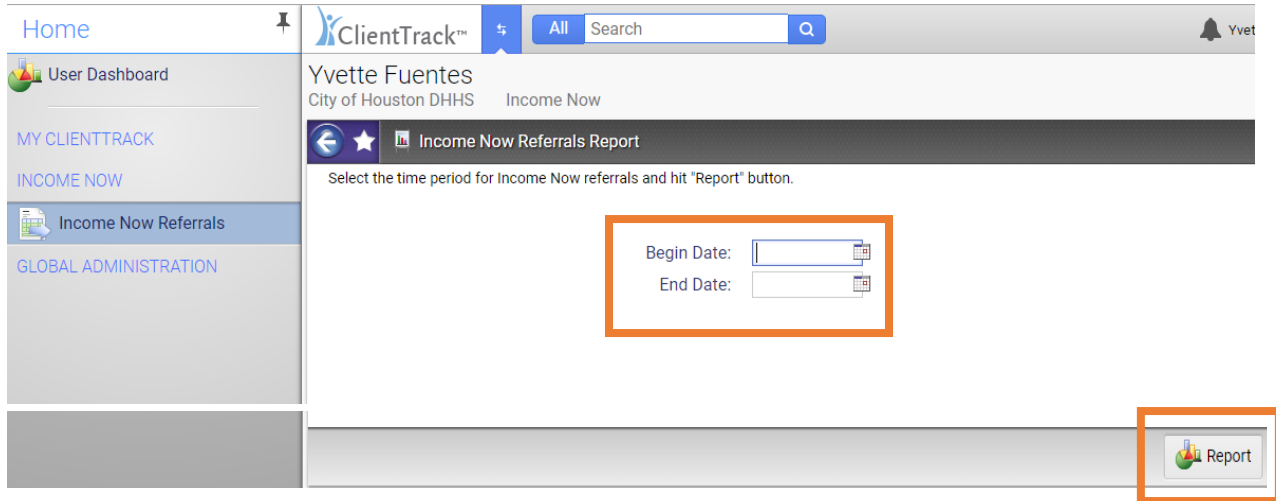
Client Name	Begin Date	Program
room, mike	08/08/2018	HACS - ACE
Mike, Little	07/26/2018	HACS - ACE
Pain, Cindy	07/11/2018	HACS - ACE
Cake, Birthday	06/28/2018	HACS - ACE
Ball, Base	06/20/2018	HACS - ACE
Lewis, Isabel	06/18/2018	HACS -

# Homeless Management Information System (HMIS) ClientTrack

The Income Now Referrals Report screen displays.

Enter the Begin and End dates for the report.

Click **Report**.



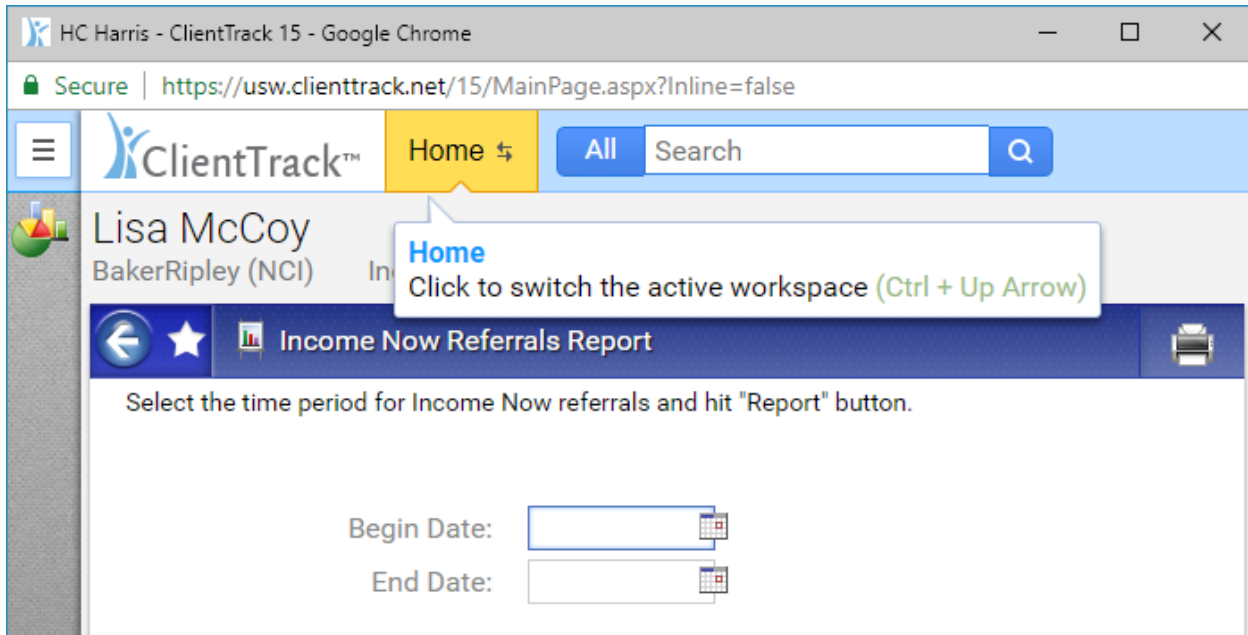
The Income Now Referrals Report displays.



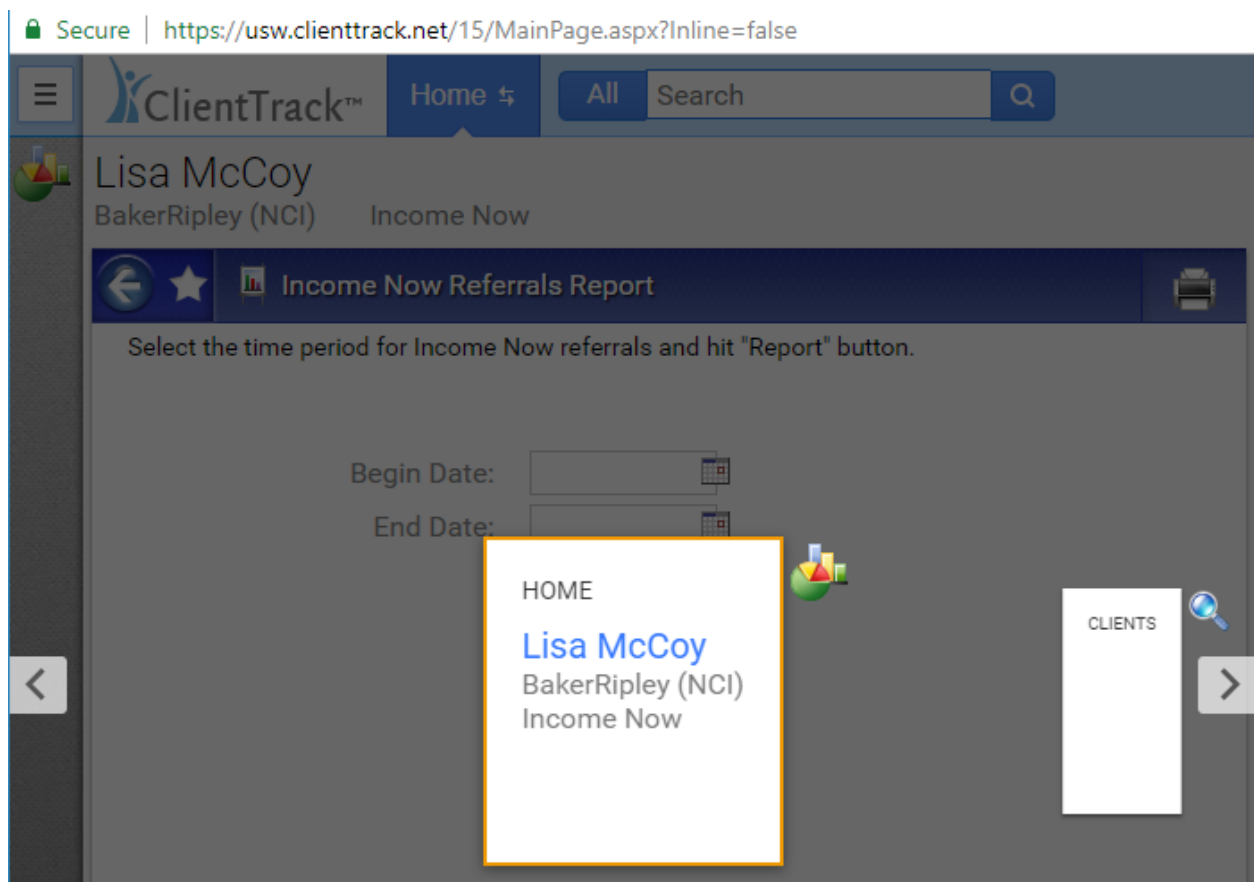
# Homeless Management Information System (HMIS) ClientTrack

To look up individual customers, switch to the Clients Workspace.

Click on the double arrows at the top of the screen.



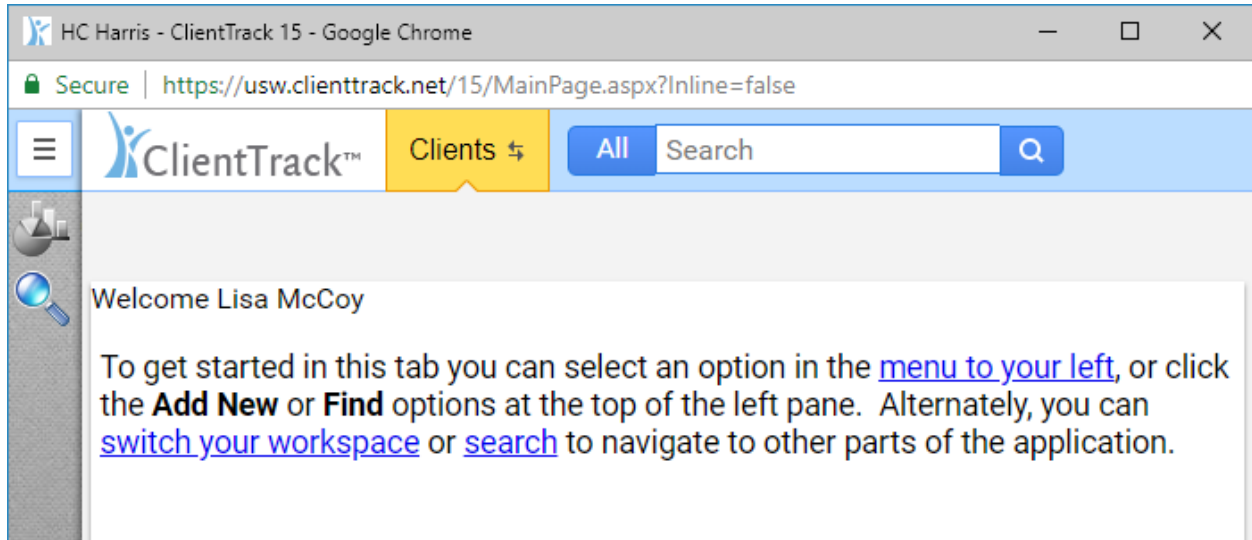
The Workspace options screen displays. Select the workspace by clicking on the floating box labeled **Clients**.



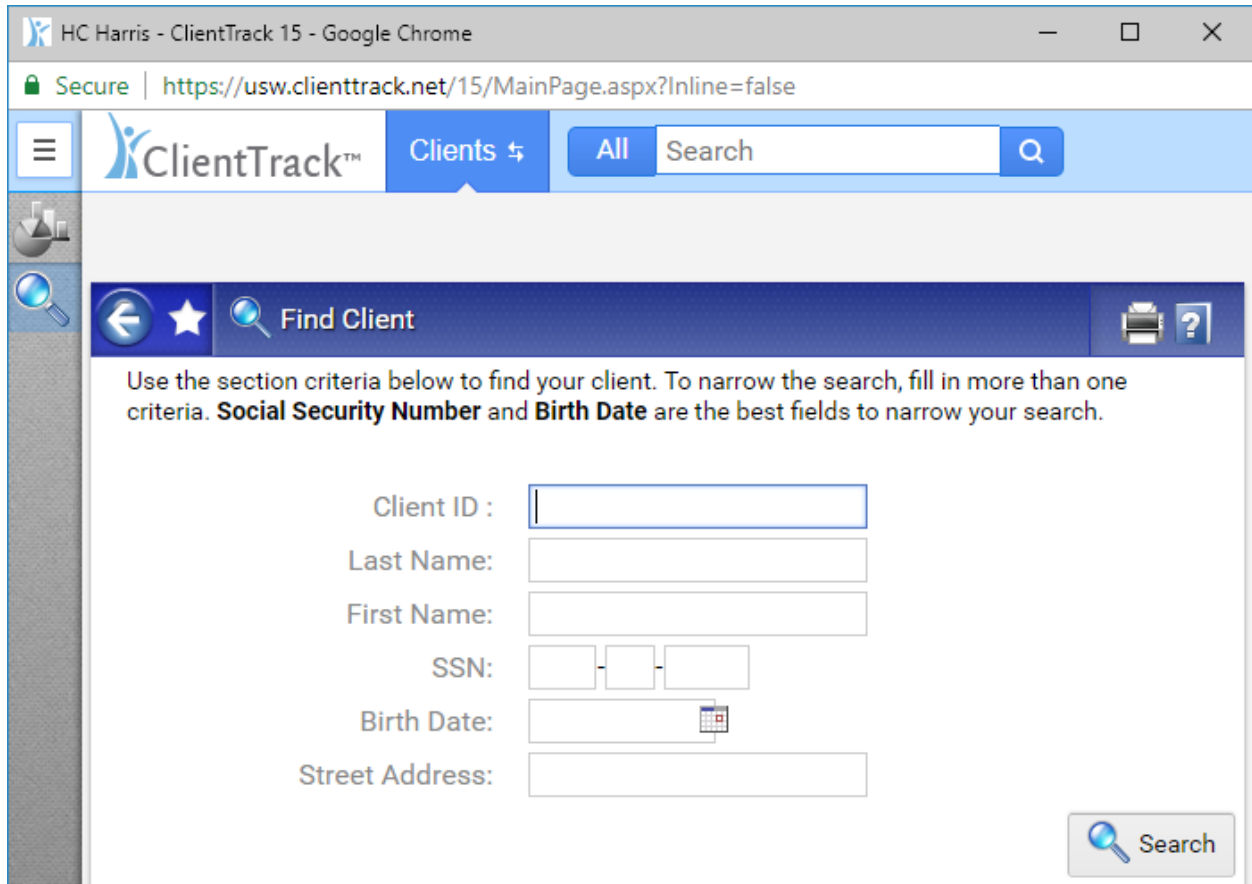
Workforce Solutions is an equal opportunity employer/program. Auxiliary aids and services are available upon request to individuals with disabilities. Relay Texas: 1.800.735.2989 (TDD) 1.800.735.2988 (voice) or 711

# Homeless Management Information System (HMIS) ClientTrack

The Workspace displays the last customer or item you worked with. Click the magnifying glass (Search) icon in the right navigation bar to conduct a customer search.



The **Find Client** screen displays. Enter at least the first two letters of the customer's last name and the first two letters of his/her first name. The more information you enter the narrower your search results. Click **Search**.



# Homeless Management Information System (HMIS) ClientTrack

The search results display at the bottom of the screen. Select your customer by clicking on the line.

Client ID :

Last Name :

First Name :

SSN :

Birth Date :

Street Address :


4 results found.

Client ID	Last Name	Suffix	First Name	Middle Name	SSN	Birth Date	Age	Street Address	Gender
979	Jackson		Terry		564-65-4654	05/08/1958	60	10623 Goldfield	Male
1656	James		Terry		423-33-4545	01/02/2012	6		Female
4864	jason		terrence		124-56-8904	09/15/1978	39	Homeless	Male
3912	Jaxxon		Terry		159-78-4663	10/10/1984	33	123 Street	Male

The customer's page displays. Click Referrals on the left navigation bar. . .

Training Poweppoint's Dashboard

**Client Information**



Name: Poweppoint, Training  
Age: 38  
Gender: Female  
Race: Asian, Black or African American  
Ethnicity: Non-Hispanic/Latino  
Veteran Status: Yes  
Triage Score: 14  
Housing Assessment Date: 1/4/2017  
Waitlist Placement Date: 1/4/2017  
Chronically Homeless (CA): Yes  
Housing Placement Date: 6/1/2017  
Frequent:

**HMIS Enrollments**

Case Name	Enroll Date	Exit Date	Case Members	Case Manager	Project Name	Project Type	Organization
Poweppoint, Training	6/1/2017		1	Yvette Fuentes	HACS - ACE	PH - Permanent Supportive Housing (disability required for entry)	Houston Area Community Services
Poweppoint, Training	4/1/2017		1	Yvette Fuentes	Goodwill - HVRP	Services Only	Goodwill Industries of Houston
Poweppoint, Training	2/1/2017	6/1/2017	1	Yvette Fuentes	SOH - Women and Family	Emergency shelter	Star of Hope
Poweppoint, Training	1/1/2017	2/1/2017	1	Yvette Fuentes	SEARCH - Mobile Outreach	Street outreach	SEARCH Homeless Services

**Agency Services**

# Homeless Management Information System (HMIS) ClientTrack

A list of referrals made for this customer displays.

Secure | https://usw.clienttrack.net/15/MainPage.aspx?Inline=false

ClientTrack™ All Search

Yvette Fuentes (Testing) Help Hidden (1) Sign

Client Dashboard  
Find Client

CLIENT MENU  
Client Dashboard  
Client Dashboard Report  
Edit Client  
Referrals

Training Poweppoint  
2179 123-65-4789

Client Referrals

Below is a list of all existing referrals for the selected client. To add a new referral for the client, click the **Add New Referral** button. To view or edit a record displaying in the list, click **Edit Referral** next to the desired record. Click **Services** next to a referral record in order to view or add services that reference the referral. To get directions from the client's address to the provider, click the **Get Directions** option. To print a referral voucher, click **Referral Voucher** next to the desired record.

Add New Referral Quick Refe

Date	From Provider	To Provider	Service	Status	Result
08/09/2018	Coordinated Access Provider	Income Now Test	Income Now Referral	Referral Made	
06/06/2018	Houston Area Community Services	<a href="#">Houston Area Community Services</a>	Housing/Shelter	Referral Made	