

CT HMIS   
Measuring Success

## The CT HMIS Project

# Coordinated Access Network Role - Scheduling Appointments



Provided by:

P [help@nutmegit.com](mailto:help@nutmegit.com)

W [nutmegit.com](http://nutmegit.com)

# During the Webinar

- Please take a moment to familiarize yourself with the features in Zoom.
- All attendees will be muted.
- Please use the Q & A feature to ask questions
- This session will be recorded and posted on our video site <https://nutmegit.com/videos> and accessible via <https://www.cthmis.com/support> > Support Videos

# Agenda

- CT HMIS Scenarios (General) for Scheduling Appts
- Coordinated Access - Network Role Changes
  - Updates to all CAN Programs to allow Appointment Scheduling
  - **Client is No Show** feature has been added to the CAN Program Enrollment Action Gear
  - **Step 1: Add Client to Network** - new form with required **Enrollment** field
- Step 2: Make Appointment - 7.2

# CT HMIS Scenarios (General)

- **Reschedule**
  - No Show at initial appointment
  - Rescheduling of existing 211 or CAN appointment
- **Physical Walk-In to hub**
  - CAN be seen that day
  - Can NOT be seen that day
  - Using the current walk in process that was built unless they couldn't be seen that day for some reason
- **Phone Call to HUB**
  - CAN be seen that day
  - Can NOT be seen that day
- **Community Referral**
  - Identical to a phone call to the HUB as the person is typically with the client or calling on behalf of the client

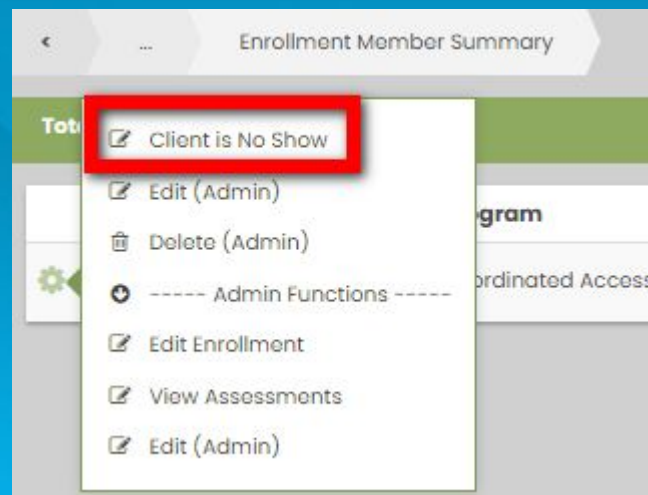
# **Coordinated Access - Network Role Changes**

# Coordinated Access - Network Role Changes

- Updates to all CAN Programs to allow Appointment Scheduling
- The **Client is No Show** feature has been added to the CAN Program Enrollment Gear
- **Step 1: Add Client to Network** - new form with required **Enrollment** field
- **Step 2: Make Appointment - 7.2** - this form can now be used by the CAN Programs

# Client is No Show

- The **Client is No Show** feature has been added to the CAN Program Enrollment Gear
  - Previously, this option was only available in the **211 Coordinated Access Network** Program Enrollment



## Path to View

Client Management > Complete Referral / Enrollment > Action Gear on CAN Program Enrollment > Client is No Show

Coordinated Access - Network Role

# Step 1: Add Client to Network



# Step 1: Add Client to Network

- This is the first step that is required to schedule an appointment for a client
  - Completing this step will create the CA Network Enrollment needed for the appointment
  - Only complete this step once for each open CAN Program Enrollment
- Selection of an existing OPEN CAN or 211 enrollment will be required.

Step 1: Add Client to Network

Reservation CAN Networks + Add Row

Filters

Reservation Date Between \* 03/17/2023 through 03/17/2023

Resource Name CAN Networks

Total Rows: 0 Search

Client *	CaseWorthyID	Appointment Start *	End Date *	Enrollment *
<input type="text"/>	<input type="text"/>	03/17/2023	Open	<input type="text"/>

## Path to View

Appointment Schedule > CA - Appointment Schedule > Action Gear on CAN > Step 1: Add Client to Network

Coordinated Access - Network Role

# **Step 2: Make Appointment - 7.2**

# Step 2: Make Appointment - 7.2

- This step is required to schedule an appointment for a client
- Selection of an existing OPEN CAN or 211 enrollment will be required.

Step 2: Make Appointment - 7.2

Slot Check In - 211

Filters

Date \* 03/01/2023

Event \*  

Select	Date	Time
✓	03/01/2023- Wednesday	All day

First Name 2 Last Name CaseWorthyID

INFO LINK CAN Hub Information INFO LINK CAN Protocols Oct 2022

Total Rows: 1

✓ Client	CaseWorthyID	EnrollmentID	Appointment Type *	Household Type *	Slot *
✓ 211 APPT, 211 APPT	317210	681215	In Person	Individual	CCAN - Adults. 9-5. M 15/day. TWF 9/day. Th 5/day

## Path to View

Appointment Schedule > CA - Appointment Schedule > Action Gear on CAN > Step 2: Add Client to Network

**DEMO**

# Timeline

- Changes are Live now
  - Release Notes, Videos and Documentation will be posted to [cthmis.com](http://cthmis.com)
  - Email [help@nutmegit.com](mailto:help@nutmegit.com) with any questions

CT HMIS   
Measuring Success

**W** [CTHMIS.com](http://CTHMIS.com)

**E** [help@NutmegIT.com](mailto:help@NutmegIT.com)