

Change Log and Known Issues

James Buckley

Current Known Issues

A list of major issues that may affect data entry into Engage

- Sync to CT HMIS database is currently having issues. We're working to resolve this. - 1-12-2026

Change Log

Recent changes to the Engage and WarpCore applications are listed below, most recent on top.

2026

1/09/2025 - Sprint 1 - 2026

ADDED

- Added: Incorporated SSN and System ID to the backdate check-in search - 877024
- Updated: New container Generator code deploy from WarpCore to fix some issues with sync - 873515

FIXED

- BUG: External Program Mapping in Engage Backend is broken in interface - 875583
- BUG: Location/Check-ins created offline are not syncing - 877026
- BUG: Mass selection does not work offline -877031
- BUG: Offline Searching with CT HMIS ID - 873510
- BUG: Find Client has no minimum search, causing a failed/Stuck Search. Search now required at least two characters - 871868

2025

12/26/2025 - Sprint 62

ADDED

- Report: Fixes for select logic on reports to remove deleted orgs/programs/lists

- Report: Activity report now has added help text at the top "Please note: Login counts before 11/24/2025 may be inaccurate. All other activity counts are accurate."
- New fields have been added associated with the living situation field.
 - If Living situation ="Place not meant for habitation" the field "Is this household living in a vehicle?" (Yes/No) now shows
 - If "Yes" to this field, "What type of vehicle?" is now shown, with the options "Car/SUV", "Van", and "RV or Boat"

The screenshot shows a form titled "Current Living Situation". It contains several input fields:

- "Living situation:" with the value "Place not meant for habitation".
- "Living situation started:" with a date input field showing "mm/dd/yyyy".
- "Is this Household living in a vehicle?" with a dropdown menu showing "Yes".
- "What type of vehicle?" with a dropdown menu showing a list of options: "- Select -", "- Select -" (highlighted in blue), "Car/SUV", "Van", and "RV or Boat".

Below the form, there is a section titled "Services" with a button labeled "Select a Service".

FIXED

- The checkbox on the bed / stay screen can now be used by clicking the label in addition to the checkbox itself
- The checkbox on the bed / stay screen will no longer stay checked when the modal is closed

Additionally all hotfixes from 12/18/2025 are part of Sprint 62, but were released earlier

12/18/2025 - Feature Release

1) List Feature: List Service History

You now have the ability to browse the list and service history for shelter/warming centers. Choose any date and see who was checked in on a given date. A great way to view potential omissions and glance at a previous day's usage and attendance.



DEV Environment - NO REAL CLIENT DATA



TEST ORG →

TEST PROGRAM - Coordinated Access Network

Capacity: 0/20



Cold Weather Shelter (Seasonal)

35 Clients



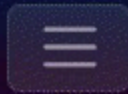
Select Clients ✓

	AAALL, Haley (no gender) (no DOB) (no SSN) 1 week	
	alllists11, alllists11 (no gender) (no DOB) (no SSN) 1 week	
	angel, shanise (no gender) (no DOB) (no SSN) 19 hours	
	Angela, Tester Female 1/1/2000 (no SSN) 2 weeks	

2) List Feature: Mass Back Data Entry

You now have the ability to add a bed check-in or warming center stay easily on previous days. This feature is useful for doing back data entry quickly and efficiently without having to visit each client record individually, saving you hundreds of clicks.

We've made it easy to add people from your current case-load list, bed or warming center list and even search across the entire system from one screen. Select as many client records as you like and provide them a service instantly.



DEV Environment - NO REAL CLIENT DATA



TEST ORG →

TEST PROGRAM - Coordinated Access Network

Capacity: 0/20



Cold Weather Shelter (Seasonal)

36 Clients



Select Clients ✓

	AAALL, Haley (no gender) (no DOB) (no SSN) 1 week	
	alllists11, alllists11 (no gender) (no DOB) (no SSN) 1 week	
	angel, shanise (no gender) (no DOB) (no SSN) 19 hours	
	Angela, Tester Female 1/1/2000 (no SSN) 2 weeks	

3) New Report: Daily Checking Report

We've released our second Fast Report based report! This report is designed for usage on a desktop or other large display and is great for exporting to excel or printing if needed.

Choose your:

- Date Range
- Organization (if you have access to more than one)
- Program
- Facility (List name)

And you'll get a list of each date's clients services. The list's max capacity and total and unique clients are displayed for each list.

Tip: If the total and unique client counts don't match, you've likely checked in the same person twice on the same day.

This report is available for Organization managers by clicking:

Organization Manager (Button) > Reports (Page Section) > Engage Check-in Report

The screenshot shows the top navigation bar with links: Home, Home, Mobile App, Org Managers, Admin, Privacy. On the right, it says "Hello james@nutmegit.com! (CTHMIS) Logout". Below the navigation bar is a yellow warning box: "Non-Production Environment" with the text "Heads-up: You are currently using the 'Development' environment." The main content area has a "Welcome" heading, followed by a paragraph: "Engage is a mobile-friendly application that allows case workers to engage with persons experiencing homelessness, to better help them get the services they need." Below this is a link: "For more information on getting access for your organization, contact our team!". At the bottom, there are two blue buttons: "Engage Mobile App" and "Organization Managers". The "Organization Managers" button is highlighted with a red border.

Non-Production Environment

Heads-up: You are currently using the 'Development' environment.

Data Tools

Data Export

Reports

Engage Activity Report

Engage Check-in Report

Non-Production Environment

Heads-up: You are currently using the 'Development' environment.

Daily Check-In Report

Start Date: 11/18/2025
End Date: 12/18/2025
Organization: All Orgs
Program Name: All Programs
Facility: All Facilities
Run Report

Daily CheckIn Report

Report Date Range : 11/18/2025 - 12/18/2025

Program : TEST PROGRAM - Coordinated Access Network

Checkin Date : 11/18/2025

Facility : Cold Weather Shelter (Seasonal)

Max Capacity: 20

Clients: 7

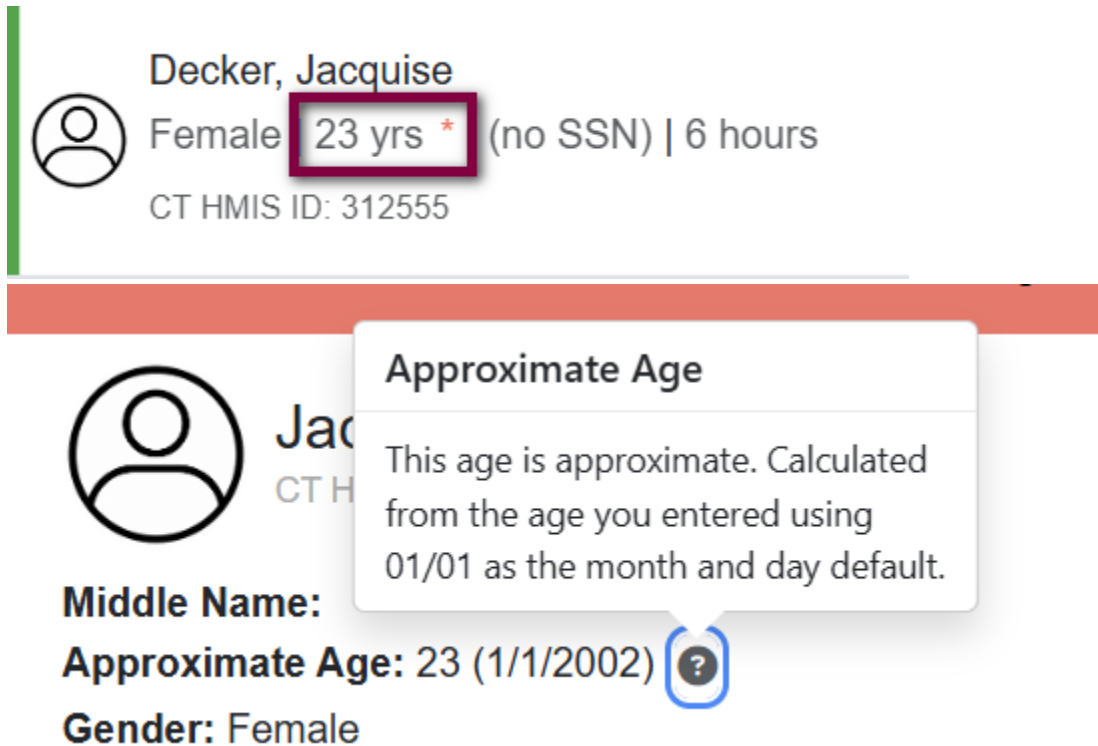
Unique Clients: 7

Client Name	Gender
Allen, Andy	
alllists11, alllists11	
Axel, vera	
BBlist, BBlist	Male
Bothplaces2, Bothplaces2	
Buckley, James	
Cece, Chelley	

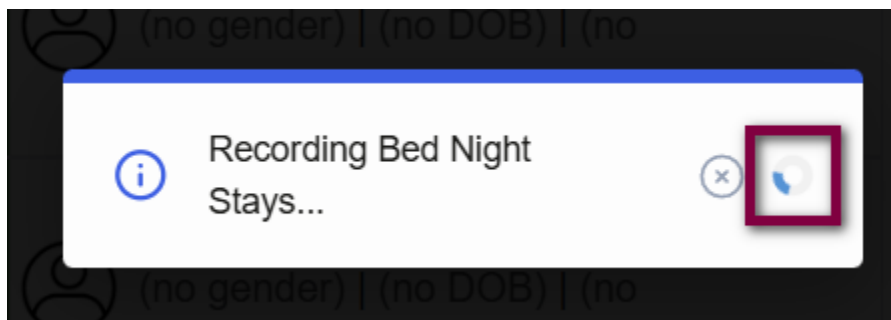
12/09/2025 - Hotfixes

ADDED

1. You can now search by CT HMIS Client ID!
2. When Approximate Age is filled out instead of date of birth, we use January 1st as the Month/Day for calculating the age going forward. We've added help text to indicate this to the client profile and a red asterisk (*) next to the age indicator that shows when no DOB is present.



3. When recording check-ins or stays, a new saving progress animation has been added to indicate the the app is currently working to save the records.



FIXED

1. When saving a mass check-in, duplicate engagements and check-ins or stays can no longer be created by clicking the "Record XXX" button while saving is in progress. This should resolve Issue 872769 going forward. We're currently cleaning up any duplicates.
2. On the client find results, "no age" has been adjusted to say "no DOB"

12/08/2025 - Hotfixes

1. **We've enhanced the capacity bar and list title area in the following ways**
 1. **FIXED:** The first number in the capacity bar now shows total services given for cold weather and warming centers on the given day. If 10 clients are given a shelter check-in, this number would be 10. Previously this number was incorrectly showing the total number of people on the list, not that received a service
 2. **NO CHANGE:** The second number as before shows the "max capacity" for the list.
 3. **ADDED:** The list name now has a count of total clients on the list

TEST ORG → TEST PROGRAM - Coordinated Access Network

Capacity: 13/20

Cold Weather Shelter
(Seasonal)
22 Clients

Select Clients ✓

2. **We've enhanced the find results** display to replace age with date of birth, to make finding the correct client with similar names and ages easier.

Buckley, James (Dev Dad)

Male | 3/12/1981 | (no SSN) | 4 hours

CT HMIS ID: 367175

3. When no data is available for any client info on the search result card, better labelling such as "no gender" or "no SSN" is display



4. **BUG FIX:** In some circumstances, the age/date of birth was not being shown correctly for client results from the CT HMIS system

11/26/2025 - Sprint 61

FIXED

1. BUG: Changed bed night icon from a bed to a chair for warming shelters to reflect correct service - 870029
2. BUG: Can't load a found client to caseload when clicking on result
3. BUG: Show's the bed icon current list within program, even if that list didn't provide the bed night. 871048 / 867316
4. BUG: After adding a client to caseload or other lists, navigating back shows only "Current Caseload"

ADDED/ENHANCED

1. **New Feature: Bed Availability Dashboard**

We've added a real-time bed availability dashboard inside Engage! You can now see the organization, program and list information, including available capacity in real-time. Outreach works can take advantage of this during cold days when referring clients to a shelter or warming center to provide the most up-to-date information.

Your organization MUST enter data in or close to real-time into Engage to take full advantage of this feature to be effective!

Location: Go to the main menu (3 line icon), click it to expand and choose "**Reports**", then the "**Bed Availability**" button to load the report. You can filter by Org, facility, occupancy status and program. You'll see the new report below.

We're also releasing a desktop version of this dashboard that will contain more information and allow you to navigate backward in time to see previous night's capacities, stay tuned for more information on this.



DEV Environment - NO REAL CLIENT DATA



TEST ORG →

TEST PROGRAM - Coordinated Access Network

Report Viewer

Bed Availability Dashboard

OrganizationName

All

Program

All

Facility

All

Occupancy Status

All

Total Bed Capacity

837

Occupied Beds

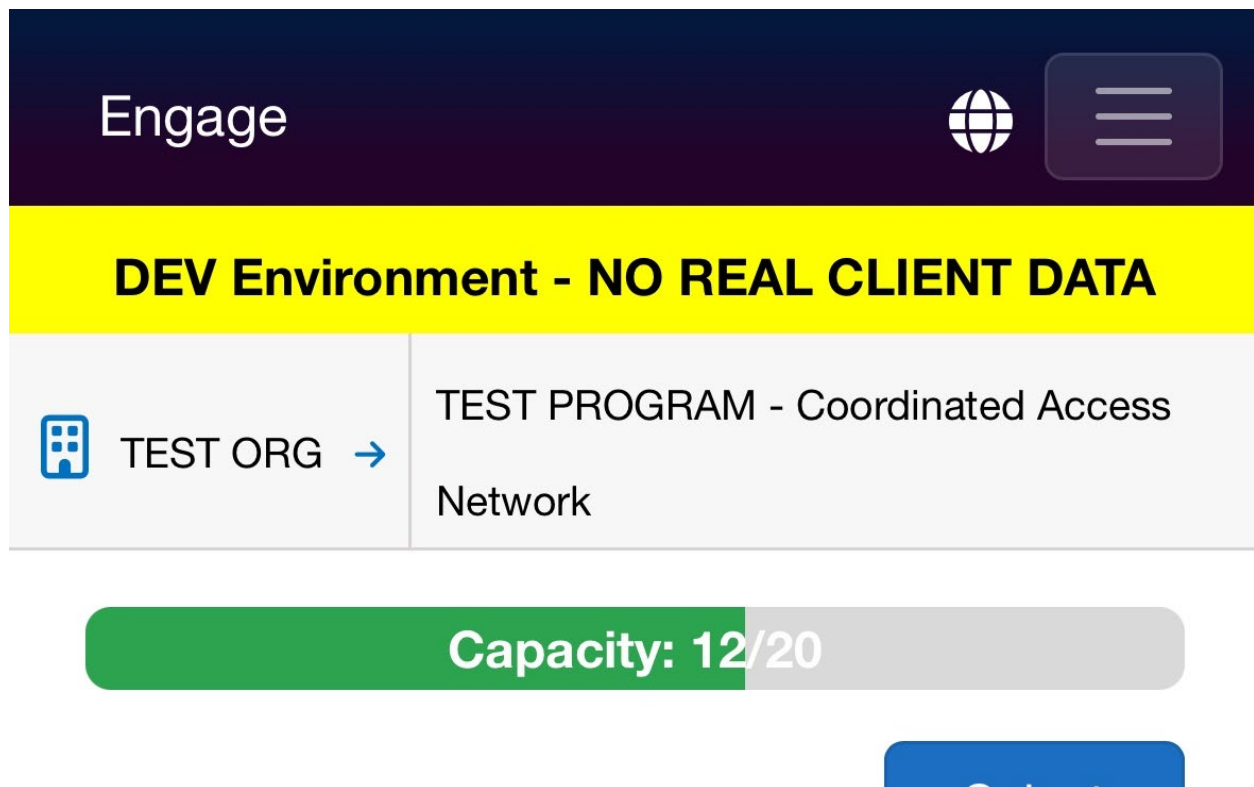
0

Program / Facility	Max Capacity	Occupied Beds	Status
Access Agency CV Cold Weather Shelter (DOH)(ES) Cold Weather Shelter (Seasonal)	40	0	Under Capacity
ARC-DSC Cold Weather(DOH)(ES) Cold Weather Shelter (Seasonal)	30	0	Under Capacity
Area Congregations Together-Seasonal Shelter(DOH)(ES) Cold Weather Shelter (Seasonal)	15	0	Under Capacity
Bristol Warming Center CV Cold Weather (DOH)(ES) Cold Weather Shelter (Overflow)	20	0	Under Capacity
Columbus House-Hamden Warming Center	45	0	Under Capacity

2. New Feature: Capacity Info Bar

We've added the ability to monitor the the capacity usage of cold weather shelters and warming centers by adding an information bar to the top of lists configured as cold weather shelters or warming centers.

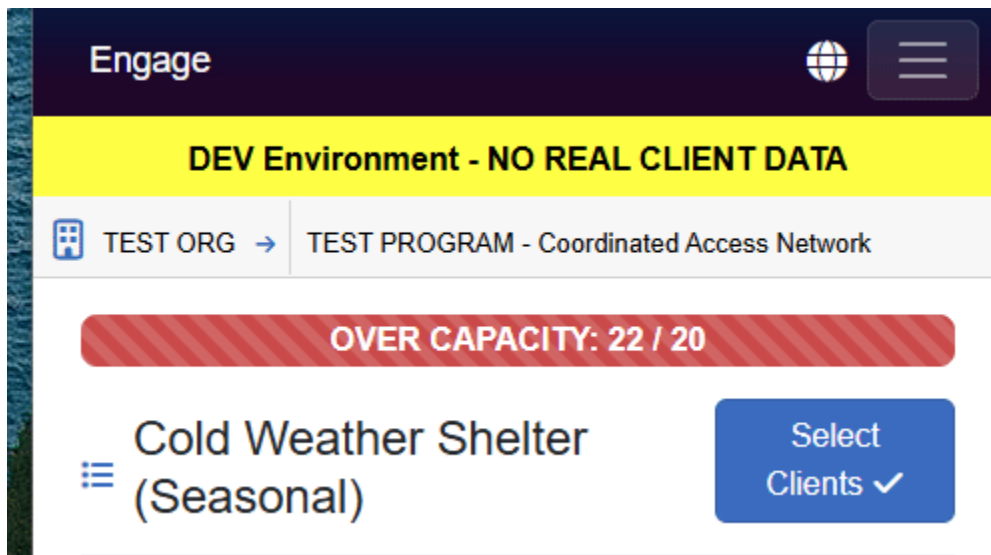
Three different statuses are available. "**Under Capacity**" which lists the # of people on the list with the appropriate warming center or shelter service. The bar appears green and provide the counts.



The screenshot shows a dark blue header with the word "Engage" in white, a globe icon, and a menu icon. Below the header is a yellow banner with the text "DEV Environment - NO REAL CLIENT DATA". Underneath is a light gray bar with a blue house icon, the text "TEST ORG →", and "TEST PROGRAM - Coordinated Access Network". At the bottom is a green progress bar with the text "Capacity: 12/20".

"**At Capacity**" Shows a red bar, when the capacity is equal to the number of people on the list with the relevant service is the same as the preset maximum capacity.

"**Over Capacity**" Shows a red and pink animated bar, when the capacity is above the number of people on the list with the relevant service is greater than the preset maximum capacity.



11/21/2025 - Hotfixes

FIXED

1. Client's removed from lists would sometimes remove the client from more than one list - 866834
2. Fixed search when a space was added after letters - 869944

ADDED/ENHANCED

1. After removing a client from a list on the client profile page, users will now stay on the client profile page, instead of redirecting to the caseload list. - 866834
2. Warming Centers now have a chair icon for warming shelter services instead of a bed - 869263
3. New data property added to associate a listID to an engagement to for proper list usage reporting - 866834

11/17/2025 - Sprint 59/60

FIXED

1. Duplicate users sometimes being created when recording a bed night

2. When a duplicate client is about to be made from the New Client screen, the warning now shows again. This was briefly broken.
3. Wording "Link existing client" reworded to "Use Existing Client" when duplicate box shows.

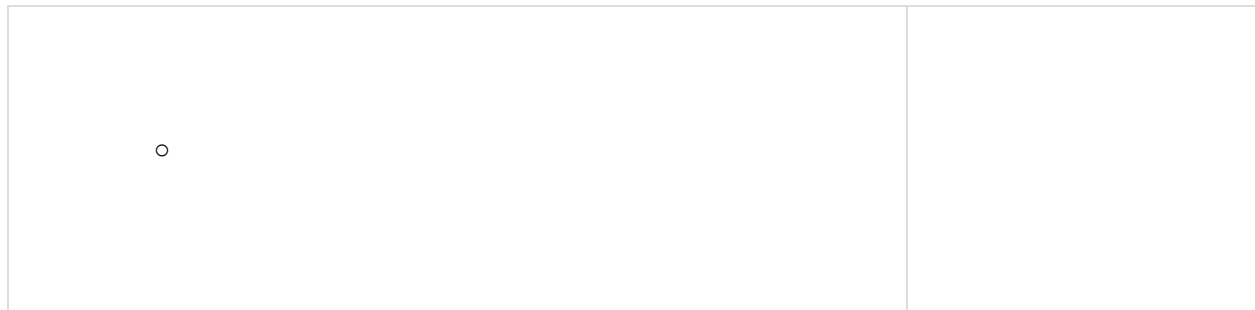
ADDED/ENHANCED

1. NEW FEATURE: Lists!

Engage now has the ability to assign one or more lists to a program. Clients can be added to or removed from lists. This feature is useful to track things like special sub-populations, meeting attendance, bedlist usage and more! We're first rolling this feature out for cold weather shelters and warming centers to track bed/chair usage of clients. Currently lists must be created by Nutmeg staff, but feature releases will allow your Organization Administrators and Case Managers to create both personal lists, only viewable to you and shared program lists, visible to anyone working under the same program as you.

This first release features

- Changed quickly between lists via the main menu or list title shortcut icon



- Select multiple clients and perform various actions at once such as performing a current living situation assessment or a shelter bed night.

The screenshot shows the Engage application interface. At the top, there is a dark blue header with the word "Engage" on the left, a globe icon, and a menu icon. Below the header, a breadcrumb trail shows "Buckley F." with a right arrow, followed by "Buckley's House - No Freeze ES Shelter". The main content area features a section titled "No Freeze Bedlist" with a hamburger menu icon on the left and a blue button labeled "Select Clients" with a checkmark on the right. Below the title is a list of seven client entries, each in a white card with a light gray border. Each entry includes a person icon, the client's name, additional details, and two action icons (a person icon and a document icon). The second entry, "Bloomberg, Randy", is highlighted with a green vertical bar on its left side.

Client Name	Details	Actions
Blackwell, Grayson	/ (no age) (no SSN) 3 days	Person icon, Document icon
Bloomberg, Randy	/ (no age) (no SSN) 5 hours	Person icon, Document icon
Doe, Greg	/ (no age) (no SSN) 4 days	Person icon, Document icon
Ellis, Yana	Refused / (no age) (no SSN) 5 days	Person icon, Document icon
Greenwald, Sarah	Female / 25 yrs (no SSN) 4 days	Person icon, Document icon
June, Lilly	Female / (no age) (no SSN) 3 days	Person icon, Document icon
Perry, Katie (Kat)	Female / (no age) (no SSN) 4 days	Person icon, Document icon

- Real-Time update across devices of list activity. A change made to a shared list is reflected immediately on all devices, to help avoid double entry

- Add a client to a list from new client creation workflow

Engage

Buckley F. → Buckley's House - No Freeze ES Shelter

Johnny Doe

Client Demographics

HMIS ID:
Middle Name:
DOB:
Age: (no age)
Gender:
Race: American Indian or Alaska Native, Asian
SSN Last 4: (no SSN)
Time Since Last Engagement: 3 days
Last Engagement Date: 11/14/2025 3:08 PM


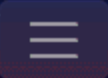
Assign Client to List:

Add to Caseload

No Freeze Bedlist

+ Assign Client

- Add/Remove a client to a list from their profile page

Engage  

Cell Phone: [203-555-5555](tel:203-555-5555)
Email: james@nutmegit.com
Pets / Service Animals


Pets: No
Service Animals: No

Assessment Info

Current Living Situation: EmergencyShelter
IncludingHotelOrMotelPaidForWithEmergencyShelterVoucher
Veteran: No


Assigned Lists



[+ Add to List](#)

Current Caseload 

Engagements

[New Engagement](#)

[Engagements](#)  Case Notes

Date: 11/11/2025 9:58:11 PM
Status: Completed  

Location: 381 Milford Ct Newtown PA 18940 USA

- Record a Bed Night or Warming Center service and engagement (configurable services coming soon!)

- Special Bed Night and Warming Center service icons are displayed when a service is detected for the current day.

The screenshot shows the Engage application interface. At the top, there is a dark blue header with the word 'Engage' on the left, a globe icon, and a menu icon on the right. Below the header, there is a light gray bar with a location icon, the text 'Buckley F. →', and 'Buckley's House - No Freeze ES Shelter'. The main content area has a title 'No Freeze Bedlist' with a menu icon on the left and a 'Select Clients' button with a checkmark on the right. Below the title is a list of client entries, each with a profile icon, name, service icon, and details. Red arrows point from a central point to the service icons of the first four clients.

Client Name	Service Icon	Details
Blackwell, Grayson	🏠	/ (no age) (no SSN) 4 minutes
Bloomberg, Randy	🏠	/ (no age) (no SSN) 5 hours
Doe, Greg	🏠	/ (no age) (no SSN) 4 minutes
Ellis, Yana	🏠	Refused / (no age) (no SSN) 4 minutes
Greenwald, Sarah		Female / 25 yrs (no SSN) 4 days

2. Added additional fields for tracking who created a User in engage

10/02/2025 - Sprint 56/57/58

ADDED/ENHANCED

1. Engage can now handle multiple customer databases! Do you need to collect data for a program that your agency would like to track and case manage and needs a completely separate database for it? You can now have a completely independent

Engage instance available for your staff. Contact sales@nutmegit.com if you'd like to learn more.

2. We've launched our first report for our end users. The **Engage Activity Report** will now give you an overview of your staff's Engage usage across one or all your organizations and programs. The report offers the following details.

Summary Page

- Organization
- Clients created within period
- Clients new to HMIS
- Clients Match to HMIS
- Engagements Created
- Login Count
- Total Users Not Logged In
- Services Created
- Case Notes Created
- CLAs Created
- Paused Engagement

Detail Page

- Grouped by Organization
- Username
- # of Engagements
- # of Services
- # of Casenotes
- # of CLAs (Current Living Assessments)
- Paused Engagements

Filters

From To Organization [Filter](#)








 /



From: 9/3/2025 To: 10/3/2025

Engage Activity Report

Organization	Clients Created Within Period	Clients New to HMIS	Clients Matched to HMIS	Engagements Created	Login Count	Total Users Not Logged	Services Created	Case Notes Created	CLAs Created	Paused Engagements
The Buckley Foundation	0	0	0	0	0	4	0	0	0	0
Russell's Home	0	0	0	0	0	4	0	0	0	0

Filters

From To Organization

2 / 2

Detail Report (By Org / User Counts)

Showing All Organizations

From: 9/3/2025 To: 10/3/2025

Organization: Russell's Home					
User Name	# Engagements	# Services	# Case Notes	# CLAs	Paused Engagements
aeisha+engagedemo@nutmegit.com	0	0	0	0	0
russ+engagedemo@nutmegit.com	0	0	0	0	0
james+engagedemo@nutmegit.com	0	0	0	0	0
chris+engagedemo@nutmegit.com	0	0	0	0	0
Organization Totals:	0	0	0	0	0

Organization: The Buckley Foundation					
User Name	# Engagements	# Services	# Case Notes	# CLAs	Paused Engagements
pschmitz+engagedemo@nutmegit.com	0	0	0	0	0
tmurray+engagedemo@nutmegit.com	0	0	0	0	0
james+engagedemo@nutmegit.com	0	0	0	0	0
jredding+engagedemo@nutmegit.com	0	0	0	0	0
Organization Totals:	0	0	0	0	0

9/10/2025 - Sprint 55

FIXED

1. **WarpCore:** Fixed an issue with order of sync operations that caused issues with sync. - 858516

ADDED/ENHANCED

1. **WarpCore: Feature** - An exciting new feature for performance has been launched, "Auto-Index" allows WarpCore to monitor tables and views and automatically optimize them for speed via an index. Previously this had to be done manually, as new objects were created. - 851495
2. **WarpCore: Feature** - A custom alerts system has been written for WarpCore sync failures that integrate with our help desk. - 851492
3. **Engage: Feature** - Initial support for the [FastReport](#) report system has now been integrated into Engage. Currently only system level reports are available for Nutmeg

staff, but we'll be releasing end-user and Agency Administrator reports soon!

Non-Production Environment

Heads-up: You are currently using the 'Development' environment.

Recent User Activity (FastReport)

Refresh Download Print Search Zoom << < 1 / 2 > >>


- Prepared report
- Export to PDF
- Export to Excel
- Export to Microsoft Word
- Export to Text/Matrix Printer
- Export to Rich Text
- Export to XPS
- Export to Open Office Calc
- Export to Open Office Writer
- Export to XML
- Export to CSV




Organization	First Name	Last Name	Login	Client	
BHCare		Richardson	0	0	
Coordinated Access Network		Horst	0	0	
Department Of Mental Health and Addiction Services (DMHAS)	james.buckley@gmail.com	JamesTestOne	Buckley	0	0
Department of Housing (DOH)	lauren@thehousingcollective.org	Luaren	Sheehan	0	0
Department of Housing (DOH)	aguerrera@fsc-ct.org	Anthony	Guerrera	0	0
Coordinated Access Network	sarah.pavone@JourneyHomeCT.org	Sarah	Pavone	0	0

4. **Engage: Feature** - Warning when a client lacks an ROI. Now when a client does not have a signed Release of Information (ROI), a banner will appear notifying the user. -

DEV Environment - NO REAL CLIENT DATA

 CAN → 211 Coordinated Access

Warning: ROI incomplete
 Data for this client will not transmit to HMIS unless signed.

 **Virgilio Bower**   


Gender:
Race:
SSN Last 4: 1574
First Date of Engagement: 4/8/2025
Description:



[Contact Info](#)
[Pets / Service Animals](#)
Pets: No
Service Animals: No
[Assessment Info](#)

Current Living Situation:
Veteran: No

[Engagements](#)

 **New Engagement** **Sign ROI Agreement**

[Engagements](#)  **Case Notes**

Date: 4/8/2025 4:11:49 PM
Status: Completed  

851488

9/10/2025 - Sprint 54

FIXED

1. **WarpCore** - WarpCore now better handles when the Source System Database is offline (Critical Bug) - 853355

8/15/2025 - Sprint 52/53

FIXED

1. **Engage: BUG** - Org Abbreviations with spaces Break oddly in interface - 855536
2. **Engage: BUG** - You can no longer remove a client on your "In-Progress Engagements" from your caseload. - 854218
3. **Engage Admin** - Picklist for Org on Add/Edit Program should be alphabetical - 851498
4. **Engage Admin** - Unable to un-map organizations to users in Engage Back End - 854789

ADDED/ENHANCED

1. **Engage Admin** - Programs can now be marked as inactive - 841486
2. **Engage Admin** - Orgs can now be marked as inactive - 841487
3. **Engage Admin** - Users can now be marked as inactive - 841485
4. **WarpCore** - Fixed Structure Get routine dropping fields - 852834
5. **Engage** - The list of services in the engage listing screen are now displayed as easy to read bullets - 851497

8/05/2025 - Multi-Factor Authentication

Multi-Factor authentication is now supported in Engage! Starting soon, you'll be prompted to setup MFA for your account to continue to use Engage. An email will go out with step-by-step instructions as well as recommended software for users who don't already have an MFA authentication app provided by their agency.

Non-Production Environment

Heads-up: You are currently using the 'Development' environment.

Manage your account

Change your account settings

[Profile](#)[Email](#)[Password](#)[Link HMIS account](#)[Two-factor authentication](#)[Personal data](#)

Configure authenticator app

To use an authenticator app go through the following steps:

1. Download a two-factor authenticator app like Microsoft Authenticator for [Android](#) and [iOS](#) or Google Authenticator for [Android](#) and [iOS](#).

2. Scan the QR Code or enter this key [REDACTED] into your two factor authenticator app. Spaces and casing do not matter.



3. Once you have scanned the QR code or input the key above, your two factor authentication app will provide you with a unique code. Enter the code in the confirmation box below.

7/22/2025 - Sprint 51

ADDED/ENHANCED

1. Engage now supports multiple case notes per engagement


A major new feature has been released! Engage now allows you to include more than one case note per engagement, allowing you to continue to add notes during or after you work with a client. A short video is below, you'll notice the following changes.

A) Case notes now have a dedicated case notes tab on the client profile page, this lists out all case notes, from latest to oldest. Click the case note title to expand to see a preview of the casenote, or if shorter, the full case note.

B) On individual engagements, multiple case notes are listed, either in full if the case note is short, or with a "view more" link for longer case notes.

We hope you enjoy this increased flexibility!

DEV Environment - NO REAL CLIENT DATA

 CAN → 211 Eviction Prevention



James Buckley

CT HMIS ID: 367175



Middle Name:

Aliases: Dev Dad

DOB: 3/12/1981 (44)

Gender: Male, Refused

Race: Asian, Black or African American, Native Hawaiian or Other Pacific Islander

SSN Last 4:

First Date of Engagement: 3/3/2025

Last Date of Engagement: 7/21/2025

Description: 5:10, brown hair long, walks with a limp, wears a blue hat

Contact Info

Cell Phone: [203-555-5555](tel:203-555-5555)

Home Phone: [203-555-5555](tel:203-555-5555)

Email: test@nutmegit.com

Pets / Service Animals

Pets: No

Service Animals: Yes

Assessment Info

Current Living Situation: Place not meant for habitation

Veteran: No

Engagements

 **New Engagement**

Engagements



 **Case Notes**

Date: 7/21/2025 3:14:29 PM

Status: Completed  

Location: 555 Milford Ct, Newtown, CT 00000, USA

Date: 5/7/2025 1:16:24 PM

Status: Completed  

Location: Behind 382 Milford ct.

Current living situation: Place not meant for habitation

Services:

- Employment Assistance (3)
- Case Management (1)
- Street Outreach – Food and Drink Items (1)

FIXED

1. **Engage: BUG** - Error sending pw reset emails - 852725
2. **WarpCore: BUG** - Data ownership rules in WarpCore are creating multiple owning systems - 850907

7/03/2025 - Sprint 50

FIXED

1. **Engage: BUG** - connection icon shows offline - 838505
2. **WarpCore: BUG** - Synonym deadlock issues - 844984
3. **WarpCore: BUG** - Uv_ClientRace & Uv_ClientGender from HMIS container - 848241
4. **WarpCore: BUG** Uv_ClientFind gender/race JSON issue on Kryze (not Dameron) - 848242

ADDED/ENHANCED

1. **WarpCore:** Sync to the CT HMIS database connection has been updated to use the new CaseWorthy Co-Host.

6/25/2025 - Hot Fix

1. **Engage: Sync failing after creating engagement/new client/etc. - 850030**

6/18/2025 - Sprint 49

FIXED

1. Ensure Picklist Values Are Meaningful in Database Context

ADDED/ENHANCED

1. **"Creating Organization" and "User Creating" will now map from Engage, through WarpCore and to CT HMIS, instead of using a generic user account and default organization for data like clients, enrollments and services.**
2. **Export Option for Engage Data - 848239**
We've launched our first manager feature for managers! You can now export all your organizations data in Engage to a series of CSV files. Full details on the export are available via [export feature documentation](#) built into the Engage application.

Non-Production Environment

Heads-up: You are currently using the 'Development' environment.

Data Tools

[Data Export](#)

We've included the ability to export from any Organization you have access to and to narrow it down by program and date as well as introduced a Hash function to de-identify PII and the ability to add/remove sensitive data export tables like case notes, client photos, signatures and location data.

Non-Production Environment

Heads-up: You are currently using the 'Development' environment.

Export

For documentation of the export format, see [Export Format](#).

Date Range

StartDate	<input type="text" value="05/01/2025"/>	
EndDate	<input type="text" value="05/31/2025"/>	

Orgs / Programs

Select one or more orgs, to display program selections for those orgs. You can then un-select programs from an org if desired.

- Catholic Charities of Fairfield County (Bridgeport)
- Continuum of Care
- Coordinated Access Network
- DEMO Organization
- Department of Housing (DOH)
- Department Of Mental Health and Addiction Services (DMHAS)
- Empowered Solutions Group
- Family and Children's Agency
- Family and Children's Aid
- Hands On Hartford
- Housing Innovations
- Human Resources Agency of New Britain

Select programs to include, from the selected organizations above.

- DEMO Organization - Demo Outreach 1
- DEMO Organization - Demo Outreach 2

PII Hashing

Selecting this option hashes client columns that are considered PII (Personally Identifiable Information) to protect that data. If hashed, these columns will contain a token in place of the actual data. The token will be consistent throughout the file for a given value.

Also note that certain optional inclusions below will be unavailable for export if hashing is enabled, because they also contain PII and those files would not be useful if they were hashed.

Hash PII to protect sensitive data

Optional Inclusions

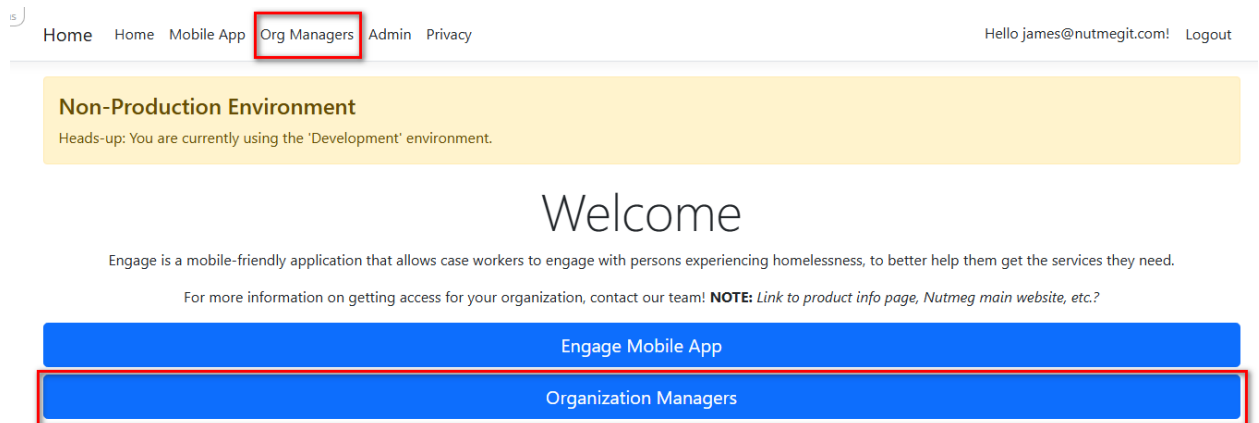
If the PII hashing option above is disabled, the following additional sensitive data elements can be optionally exported.

- Include Case Notes
- Include Engagement location data
- Include Client Addresses
- Include Client Photos
- Include ROI Signature Images

[Generate Export](#)

3. Organization Manager Menu item and Screen - 848239

Since we launched our first manger level feature, we need a place to show it. Users can now be given a role of "Organization Manager" and a new menu option and screen are now available in the application.



4. Backend Enhancement to Service management (Category assigning and Label editing) - 843124

6/6/2025 - Sprint 48

FIXED

1. WarpCore: BUG - Sync Payload and Record, some records being skipped - Ticket 847804
2. WarpCore: BUG - RELIANT: Engage clients not returning on Find client in Reliant - 845134
3. Engage: BUG - nav menu / org header disappears after screen refresh - 848167

5/21/2025 - HOT FIX

1. Engage: BUG - Certain client's engagements created while offline are not syncing - 846738
2. WarpCore: BUG - RELIANT: Engage clients not returning on Find client in Reliant - 845134

5/19/2025 - Sprint 47

FIXED

1. Engage: Location not being retrieved from the API - 845137

2. Engage: Logout - it appears as if you are still logged in after logging out - 837716
3. Engage: Automatic import link detection: not working for large caseloads - 840334
4. Engage: BUG - deleted engagement will appear on view client - 844241
5. Engage: BUG - Created By UserID not being set on new engagements - 845136

ADDED/ENHANCED

1. Populate the Case Note and services collected in Engage to populate the DMHAS/DDaP Report - 841306
2. Engage Admin Interface: UI for picklist management - 845132
3. Engage: Update match functionality across all linking modals to match on client demographic fields (SSN, Description, Alias, etc.)
4. Engage: Template-type system to control user for programs - 841497

5/5/2025 - Sprint 46

FIXED

1. Engage: BUG - Issue with last-updated date and sync showing the correct time - 841377
2. Engage: BUG - deleting an engagement will place the client in the "Created While Offline - Check for Matches" area - 844132
3. Engage: BUG - Unhandled Error Creating New Engagement offline - 843540
4. Engage: BUG - Location field not being populated by address or placeholder at certain times
5. Engage: BUG - Blank page displays after deleting engagement - 841830
6. Engage: BUG - Do not return Engage clients as match on New Client linking screen - 843476
7. Engage: BUG - Unhandled Error when viewing completed/in-progress engagements - 843431
8. Engage: BUG - Client created offline should only appear in "Created While Offline - Check for Matches" area of caseload - 843475
9. Engage: BUG - Engage: Error Linking clients - 843452

10. Engage: BUG - Hide link icon on view client if User is offline - 843460

ADDED/ENHANCED

- 1. WarpCore: Additional Speed Enhancements - Initial Client Load - 841298**
- 2. Engage: Blank page displays after deleting engagement - 841830**
- 3. Engage: When re-logging into Engage, the Org and Program prompt should always reappear - 841308**
- 4. Engage: Hide link icon on view client if User is offline - 843460**

4/18/2025 - Sprint 45

FIXED

- WarpCore: WarpCore_API_Login user account needs to be preserved across db rebuilds - 840553**
- Engage: BUG - Unable to click client rows in match modal - 841631**
- Engage: BUG - Engagement Location Lost after sync - 841836**
- Engage: BUG - Match to Existing Client Page Blank if no match, small error at bottom - desktop - 837622**
- Engage: BUG - Engage: "Match to Existing Client" modal should bring up all possible matches in DB - 839036**
- Engage: BUG - Location lost when edited, then engagement paused - 841309**
- Engage: BUG - On profile summary page of Engage, add one service per line for better scanning - 841496**
- Engage: BUG - End Dating a user doesn't save - 841479**

ADDED/ENHANCED


- Engage: Added Client Contact Status field**
We've added a new field for DMHAS DDaP export compatibility called "Client Contact Status" so you can report an attempted engagement, even if you are unable

to interact with the client.

New Assessment

Client Contact Status:	- Select -
------------------------	------------

Current Living Situation

Living situation:	- Select -
Living situation started:	mm/dd/yyyy 

Services

Current options are:

- Successfully made
- Attempted but failed
- Did not occur

- **Engage: Added "Location Category"**

We've added a new field for DMHAS DDaP export compatibility called "Location Category" which lets you categorize the location category for DMHAS DDaP Export.

Current Location

Location:	9 Copperleaf Dr, Newtown, PA 18940, U
Location Category:	- Select -

Finish		Delete
------------------------	---	------------------------

Current options are:

- Audio and Visual in Other Location

- Homeless Shelter
- Prison-Correctional Facility
- Audio and Visual Client at Home
- Office
- Home
- Group Home
- Inpatient Hospital
- Outpatient Hospital
- Emergency Room - Hospital
- Skilled Nursing Facility
- Independent Clinic
- Inpatient Psychiatric Facility
- Community Mental Health Center
- Residential Substance Abuse Treatment Facility
- Psychiatric Residential Treatment Center
- Non-residential Substance Abuse Treatment Facility
- Other Place of Service
- **Engage: Client and User Location - Lat and Longitude Storage in DB - 841310**
- **Engage: Admin Area - Add Comment field to User accounts in Engage for internal notes of Nutmeg Staff - 841303**

4/4/2025 - Sprint 44

- **FIXED**
 - **Engage: Engage: Date/Time selector not working in Firefox and Safari (837623)**
 - **Engage: Clickable area for "Select existing client to link to record to: Needs to be larger (838225)**

- **Engage: InProgress Engagement created w/ New Client not in "In-Progress Engagements" area on caseload - 838407**
- **Engage: Engage: New clients with SSN performing incorrect match (838549)**
- **Engage: "Online - All Info Available" notification appearing across different pages (838687)**
- **Engage: Engage: Service Animals detail box and "Ok to text" checkbox not visible on Edit client (838869)**
- **Engage: Find Client - Add pause when searching to avoid flashing results after every letter typed (839154)**
- **Engage: Deleted engagements are present after sync (841039)**
- **Engage: Find Error when clicking search button while offline (840925)**
- **Engage: "Created While Offline - Check for Matches" area on Poe - a new client created offline (no matches) not showing the correct button to open the modal**
- **Engage: Find client not returning results until last name is included (840851)**
- **Engage: Current Location not populating on Poe when location is allowed (840736)**
- **Engage: New and Added/Removed Clients in caseload are present/removed after sync - ONLINE/OFFLINE (835902)**
- **Engage: Certain elements not working on first click (838426)**
- **Engage: Disable editing engagements that came from WC / icon change on engagement detail (839993)**
- **Engage: Disable linking to a client that is already linked (838729)**
- **Engage: Wording and behavior Change - Match to Existing Client (839064)**
- **Engage Admin: Admin Area > Creating linked program fails (840843)**
- **Engage Admin: Edit Org Name form Broken (838178)**
- **ADDED**

- **Engage: Engage: Engage: Services not displaying on Engagement (838753)**
- **Engage: Update batch sync to be granular per client for better speed and reliability (839565)**
- **Engage: Simplify virtual engagements & cleanup db (839885)**
- **Engage: When going through dupe check while offline, allow creation of NEW client if no match (840597)**
- **Engage: Developer Environment banner now shows when logged into development environment (840392)**
- **Engage: Offline Client - Forced Match Check Workflow added (839063)**
- **Engage: Associated Program Name for clients now visible on the Engagement record (838028)**
- **Engage: Button on Client Detail for Unmatched clients to start a match (839809)**
- **Engage: Added button on Client Detail for Unmatched clients to start a match (839809)**
- **Engage: Svc are now visible after entry on main Clt page - phone/desktop (838009)**
- **Engage: - Engage: CLS additional fields added to match full HUD list (838517)**

3/21/2025 - Sprint 43

- **FIXED**

- **WarpCore - casenotes not always building/syncing correctly**
- **Engage - Client Find issues - different results but same name (838243)**
- **Engage - Edit Engagement Start/End Times should only change with buttons for minutes (837630)**
- **Engage: Issue 838042 - HMIS ClientID not always visible for synced records between Engage and CT HMIS**
- **Engage: Issue 838468 - When merging clients from WarpCore/HMIS, some demographic data was missing**

- **CaseWorthy Test Environment- Issue 838197 - Dupe Check button did not function on Reliant Test Server**
- **Engage Mobile - Issue 837757 - Reliant: C.Note created in Engage not sync'd/visible in Reliant (C.Notes & DMHAS C. Notes) desktop**
- **Engage: Issue: 837588 Modified date is now always set, even for records that aren't modified.**
- **Engage: Issue 837610 - Current Details - Living Situation Started date = 01/01/0001 instead of blank**
- **Engage - Issue 837630 - Edit Engagement Start/End Times can only change with buttons for minutes**
- **ADDED:**
 - **Engage: Issue 834373 - Ability to change the date and time of an existing engagement**
 - **Engage Backend - Issue 833137 - Status added to manage Engage users. Active, In-Active, Disabled (Temporary)**
 - **Engage - Issue 838017 - Case Note Summary field now available on initial engagement.**

2/20/2025

- **FIXED: Client photos added in the Engage mobile client are now stored on the server, this paves the way for a sync to WarpCore/CT HMIS feature.**
- **ADDED: ROI sync between Engage, WarpCore and CT HMIS databases is now active, fixing security and visibility issue**
- **ADDED: When setting up a new user, at least one organization and one program are now required to avoid a blank screen.**
- **ADDED: Logging of login, logout and failed logins are now recorded in order to provide troubleshooting and help**
- **ADDED: You can now remove a client from the caseload screen**

2/07/2025

- **ADDED: Gender now syncs with WarpCore / CT HMIS database**
- **ADDED: Race now syncs with WarpCore / CT HMIS database**

- **ADDED: Other Client demographics now sync with WarpCore / CT HMIS database**
- **ADDED: Case notes now syncs with WarpCore / CT HMIS database**
- **ADDED: Services now syncs with WarpCore / CT HMIS database**
- **ADDED: Current Living Situation Assessments and services (CLAs) now syncs with WarpCore / CT HMIS database**
- **Fixed: Bug in ROIs was creating duplicates on Sync. - 833121**
- **Fixed: Text highlight on search results page now include the last letter**
- **Fixed: Missing profile photos now display better**
- **Fixed: Flicker issues for icons on the find client result page have been fixed**
- **Fixed: Improvements to search results**

1/24/2025

- **ADDED: Family member sync from WarpCore to CT HMIS DB**
- **ADDED: Client default address placeholder created when syncing from WarpCore to CT HMIS DB (WarcpcCore)**
- **ADDED: Linking to HMIS record from Engage Mobile now**
- **Fixed: When searching for a client and a result is displayed due to description, the description is shown and highlighted.**
- **Fixed: Improvements made to initial login speed**
- **Fixed: Find Client page performance no longer degrades when editing the search text repeatedly**
- **Removed: "Send email confirmation" link on login page**

1/10/2025

- **ADDED:** An "Add Release" button has been added to the client profile page if no ROI is present

Engage

CAN → 211 Eviction Prevention

Johnnie Bartoletti

DOB: 8/1/2007 (17)
 Gender: Data Not Collected
 Race: Asian
 SSN Last 4: 7197
 First Date of Engagement: 3/6/2021
 Description:
[Contact Info](#)
 Last Address: 5648 Cayla Falls, Alphonsoborough CT
[Pets / Service Animals](#)
[Assessment Info](#)
 Current Living Situation:
 Veteran: Yes
[Engagements](#)
[New Engagement](#) [Sign ROI Agreement](#)

Date: 3/06/2021 11:23 PM
 Status: Completed
 Location:

First Date of Engagement: 3/6/2021
Description:
[Contact Info](#)
 Last Address: 5648 Cayla Falls, Alphonsoborough CT
[Pets / Service Animals](#)
[Assessment Info](#)
Current Living Situation:
 Veteran: Yes
[Engagements](#)
[New Engagement](#) [Collapse ROI Agreement](#)

Data Sharing Agreement
 Please review and sign the HMIS Data Sharing Agreement.
 Last updated: 1/1/2021

It is up to you whether you want to sign this form. The information you allow us to disclose could later be re-disclosed by the recipient and if that person or organization is not a health plan or health care provider, the information may no longer be protected by Federal privacy regulations. Your decision whether to complete this form will not affect your eligibility for benefits, treatment, payment, or enrollment in other services.

The Connecticut Homelessness Management Information System (CT HMIS) is a shared system. This means that authorized CT HMIS Participating Agencies will enter your information into the CT HMIS database. These participating agencies will have access to the information that is entered into HMIS. Sharing your data allows service providers to see if they have housing services that fit your

- **BUG FIX:** Fixed a bug when using the FireFox that shows extra increase/decrease control on the services page.

Added Services:

Alcohol or Drug Abuse Services	-	1	<input type="text" value="1"/>	+	×
--------------------------------	---	---	--------------------------------	---	---

Added Services:

Alcohol or Drug Abuse Services	-	1	+	×
--------------------------------	---	---	---	---

12/16/2024




- **FIXED:** Sync from your engage mobile client to the engage backend had a bug preventing sync, this has been resolved.
- **FIXED:** Fixed several "Unhandled error" messages in the interface
- **CHANGED:** Instead of manually syncing to the Engage server, sync happens at client creation, client edit, completion of an engagement/contact and other events where client data is updated.

12/09/2024

We've released a small improvement to the Engage application and corrected a bug.

1) Clicking on the "Engage" text in the header now brings you back to the "Caseload" screen instead of the Org/Program select screen

Client Caseload:

 Test, James (The Boss 2)  
Male / 43 yrs || (no SSN) | 8 hours

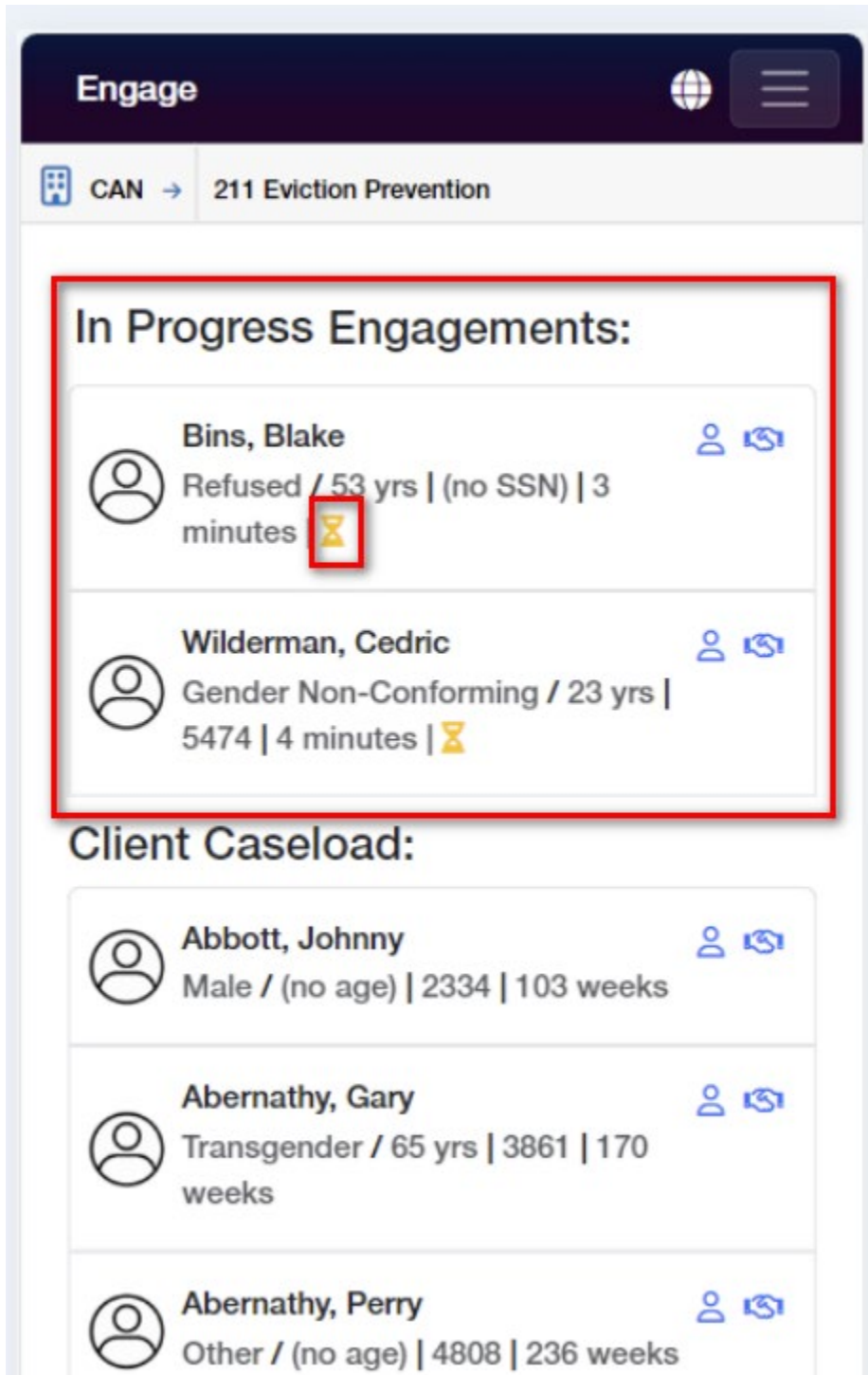
2) We've also fixed a bug that affected client sort order when a middle name was provided.

12/02/2024

We've released several new improvements to the Engage application.

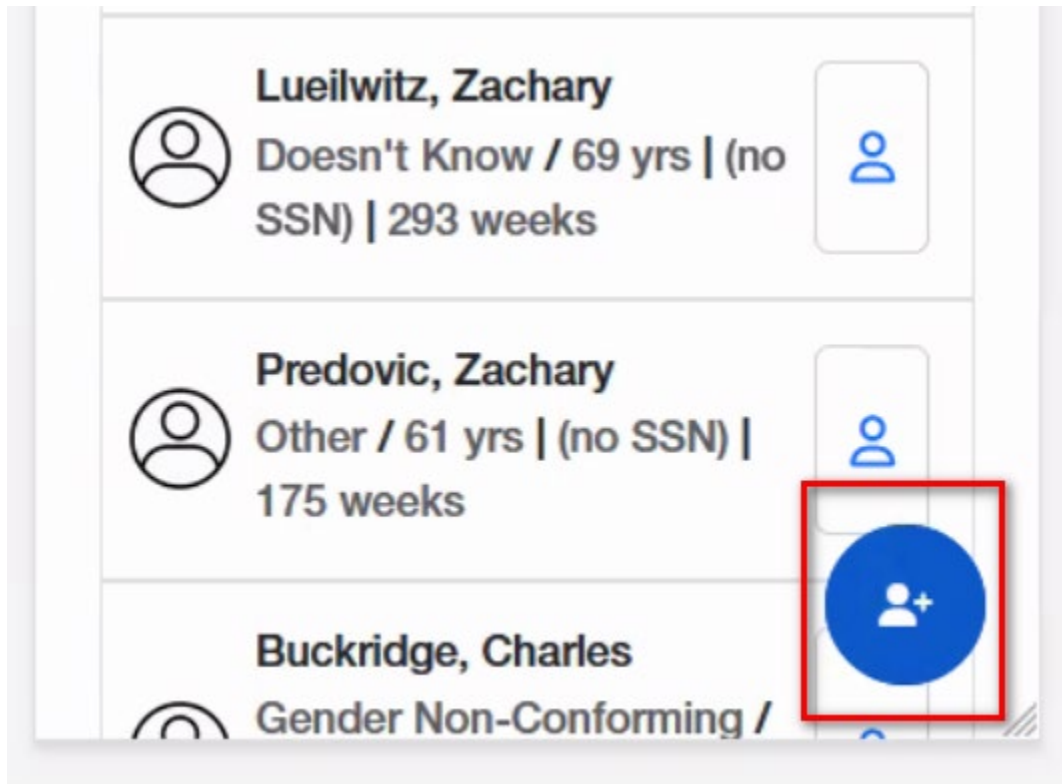
1) Client's with In-Progress engagements/contacts are now at the top of the Client Caseload screen i a new section and a yellow icon is now present to set them apart

visually. This should make it faster to resume current in-progress work with clients.




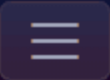
2) An "Add Client" floating button has been added to the "Find Client" screen.


This new button lets you quickly add a client after reviewing available matches and will show if one or more results are returned from a search. This button floats over the results and lets you scroll through longer lists without having to return to the top or bottom of the results to create a new client.



3) A visual indicator that a "Find Client" search is ongoing has been added.

When using the Find Client functionality, a small spinning indicator will show as the search results are retrieved. This gives you an indication to wait a moment for results.

Engage  

 DOH → Access Agency CV Cold Weather Shelter (DOH)(ES)

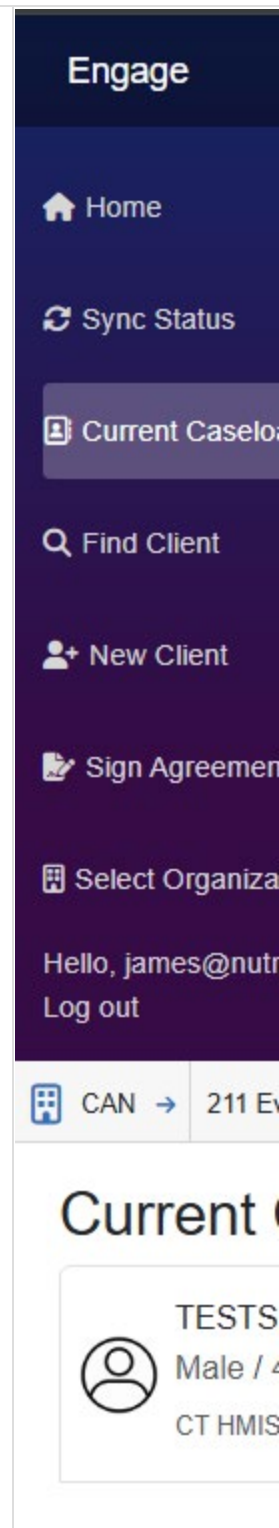
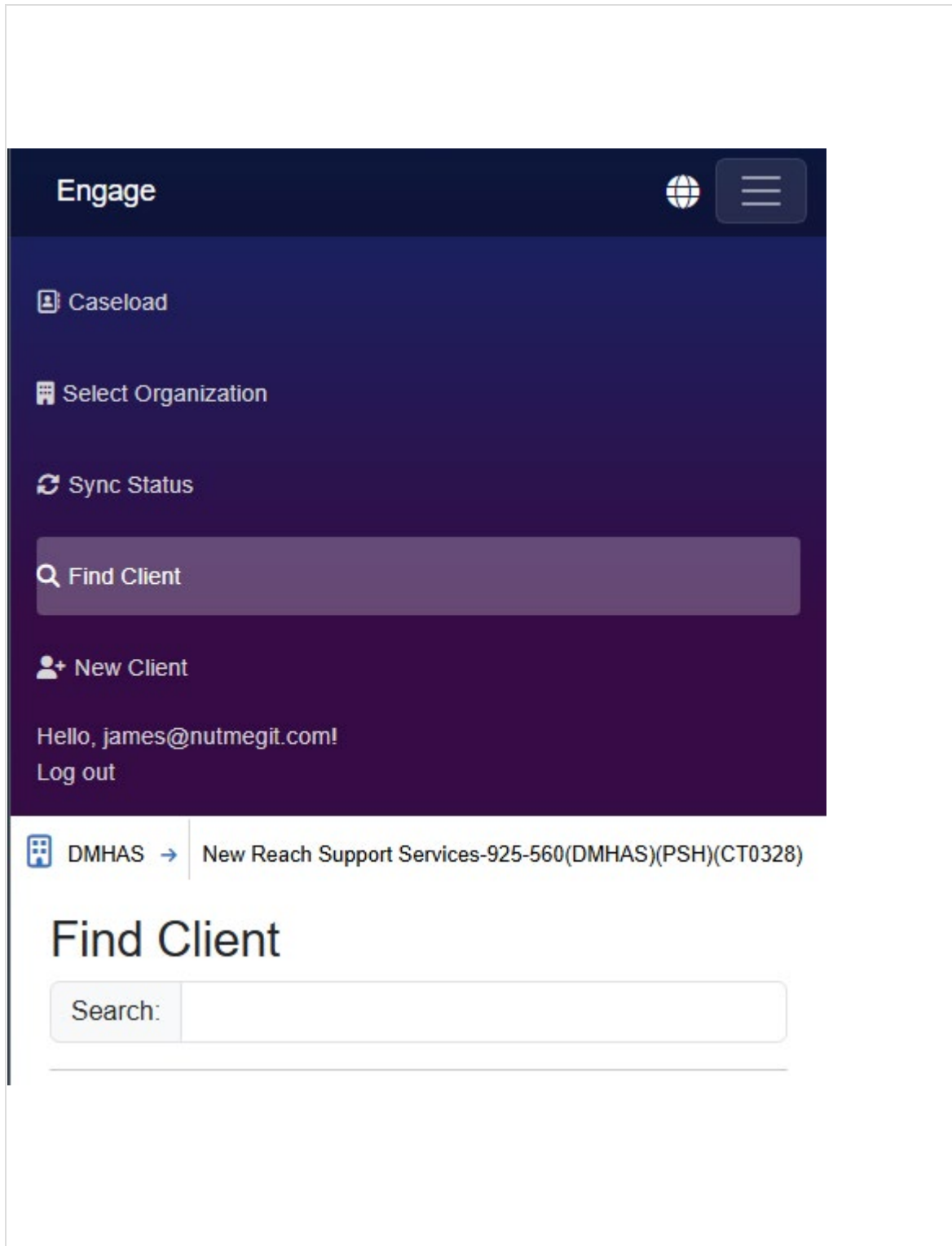
Find Client

Search:

1) The main navigation for Engage has been updated with the following changes.

- We've **removed** the "Home" menu item, as it duplicates the same behavior as "Select Organization"
- "Sync Status"
- We've **renamed**: "Current Caseload" to "Caseload" and moved it to the top of the menu.

NEW	OLD
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2) The sort order on the "Caseload" screen has been updated with the following order

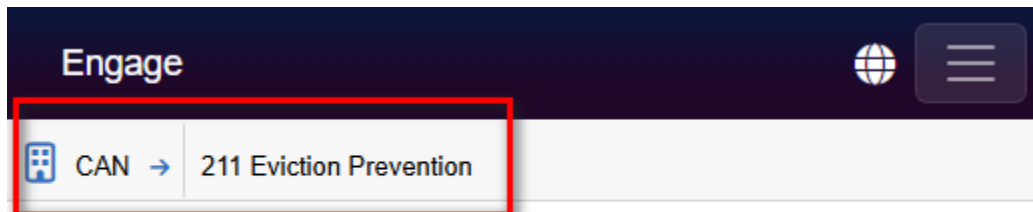
1. Sort by last name, then first name, alphabetically
2. Clients with only a last name, alphabetically

3. Clients with only a first name, alphabetically
4. Clients with no name will then list alphabetically by alias
5. Clients with no first and/or last name, no alias will then be sorted by description

3) The Org/Program menu at the top of the screen can now be clicked anywhere on the menu, instead of just the right arrow icon.

The behavior has been modified as follows.

- Click the organization acronym will allow you to switch both organization, and once the org is selected, move automatically to the Program selection screen
- Clicking on the program name will maintain your current organization selected, but allow you to switch to a different program.



4) Editing a client's information such as profile data or engagements/contacts, will now return you to the main client profile page of the client you are currently updating rather than the "Caseload" screen.

5) When no results are returned on "Find Client" screen, a shortcut to create a new client is shown



CAN →

211 Eviction Prevention

Find Client


Search:

55232



No results found

Check the spelling or create a new client.

 New Client

11/20/2024

- Beta 1 released to Beta Testers

Jan 12, 2026