

Coordinated Entry – Messaging in the HMIS Database

This guide is intended to walk through utilizing messaging in the HMIS AWARDS Database.

(<https://cares.footholdtechnology.com/>)

Supporting Documentation and On-going Communication (Messages): All supporting documentation/proof of eligibility and client specific communication must be sent through the *Messages* module via the HMIS database.

Follow the steps below to confidentially share and collaborate. Begin with selecting *Messages* in the top banner.

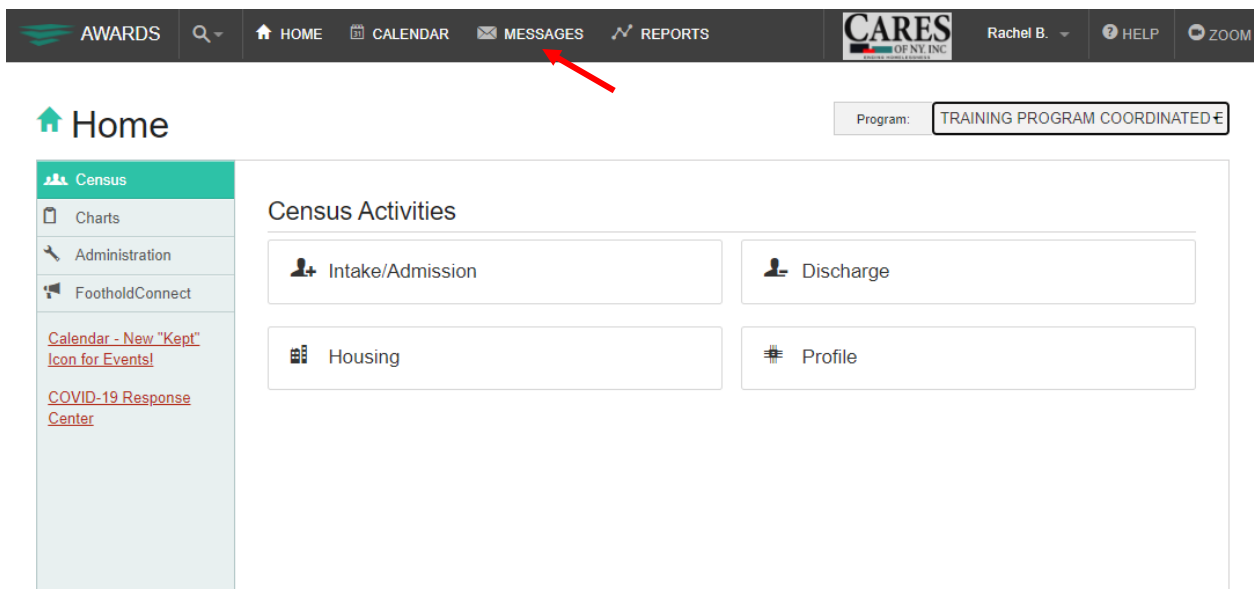


Figure 1 – Messaging in the HMIS AWARDS Database

Select the paper and pencil icon, which will bring you to a *new message* box.

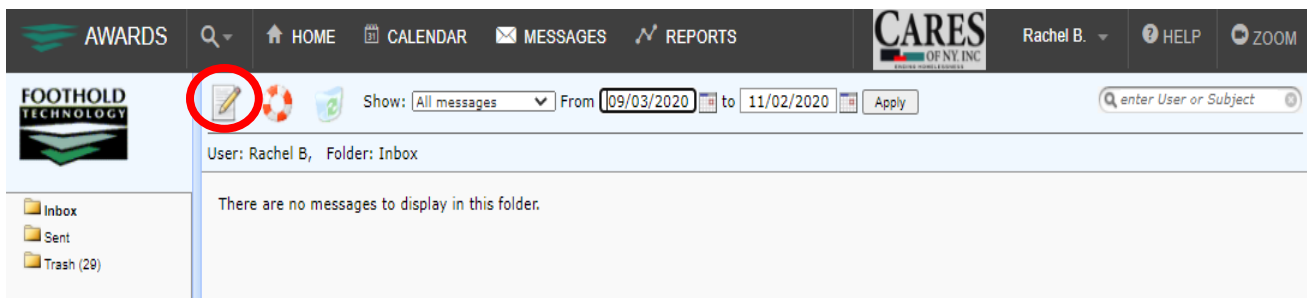


Figure 2 – Messaging cont'd

Enter the HMIS username of all intended recipients in the *To* section. If sending to multiple recipients separate each HMIS username using a semicolon. Enter the HMIS username of the CE Lead in your CoC in the *Cc* line. Enter the *Subject* and then compose your message. If sending attachments, select the paperclip in the top left corner. Repeat this process until all documents are attached.

The screenshot displays the CARES messaging interface. At the top, there is a navigation bar with 'AWARDS', 'HOME', 'CALENDAR', 'MESSAGES', and 'REPORTS'. The user's name 'Rachel B.' and 'HELP' and 'ZOOM' icons are also visible. On the left, there is a sidebar with 'FOOTHOLD TECHNOLOGY' and folders for 'Inbox', 'Sent', and 'Trash (29)'. The main area shows a message composition form with the following fields: 'To:' (HMIS Username - intended recipients (separated by semicolon)), 'Cc:' (HMIS Username - CE Lead), 'Bcc:', 'Subject' (Coordinated Entry Referral), and 'Priority' (Normal). Below these fields is an 'Attachment(s)' section with a text area containing the message: 'I have attached a referral for Fake Client to be referred to the following housing programs: and attached the following proof of eligibility.' At the bottom of the form are 'Send' and 'Cancel' buttons. A red arrow points to the paperclip icon in the top left corner of the form area.

Figure 3 – Messaging cont'd



For additional questions regarding this process please reach out to us in AWARDS at:

ceteam