Re Entering Enrollments

A client may need to be reenrolled into a program after being exited. If this is the case, verify with a supervisor that the client can be re-enrolled per program policy.

Tips and Tricks *- Editing Enrollments - Re-Entering an Enrollment*

- Re-entering an enrollment will effectively delete any program exit information – including assessments - that you previously captured, so if you need to retain any of that information, and need assistance, contact the HMIS Systems Team.

Tips and Tricks – Editing Enrollments – Reentering an Enrollment

ClientTrack will not allow you to use the "Re Enter the Enrollment" after the enrollment has been closed for more than 90 days.   To reenter an enrollment after 90 days, contact the HMIS Systems team at hmis@changinghomelessness.org.

The "Re Enter the Enrollment" option is only available to the organization that created the enrollment. To reenter an enrollment for an enrollment created by another agency, contact the HMIS Systems team at hmis@changinghomelessness.org.

Steps to Reenter a Closed Enrollment

Step 1: Select the appropriate client profile via Quick Search*, Find Client: Folder**, or through selecting a client profile through other methods available through ClientTrack. By selecting a client profile, ClientTrack will navigate to the "Client Workspace".***

** For instructions on how to perform a Quick Search, see Chapter 2: Navigating in ClientTrack/General Navigation/Home Screen/*Quick Search *in the* "HMIS Basic User 2025 Manual".

*** For instructions on how to perform a Find Client search, see Chapter 4: Client Workspace: Menu options, Folders, and Subfolders/Find Client: Folder/*Search for Clients Using "Find Client" *in the* "HMIS Basic User 2025 Manual".

**** To learn how to navigate to the Home and Client workspaces, see Chapter 2: Navigating in ClientTrack/General Navigation/*Workspaces *in the* "HMIS Basic User 2025 Manual".

Step 2: Select the "Enrollments" secondary sidebar* menu option. ClientTrack will navigate to the "Enrollments" workspace container.

**For terminology regarding HMIS spaces, go to Chapter 1: HMIS Client Track Basics/General Navigation/*General Page Anatomy and Page Terminology in *the* "HMIS Basic User 2025 Manual".

Step 3: Select the action button* next to the appropriate enrollment. Select "Re Enter the Enrollment". A pop-up window will appear confirming the enrollment has been reentered.

**To view a list of icons and buttons used in Client Track HMIS, see Chapter:1: HMIS ClientTrack Basics/Key Terminology and Navigation/*Icons and Buttons in *the* "HMIS Basic User 2025 Manual".
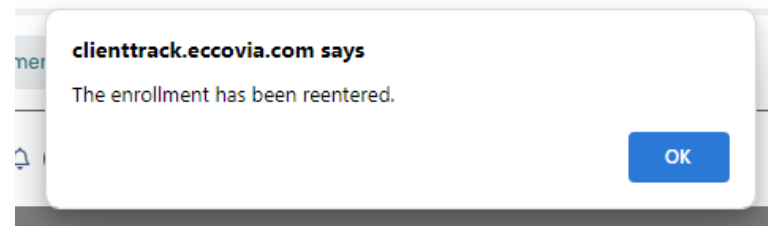
Once selected, the exit date will disappear from the enrollment on the "Client Dashboard" and "Enrollments" menu option. Also, the date on the "Last Assessment Completed" (which prior to re-entering the enrollment was the exit date), now reflects the last assessment prior to the exit date – usually the Enroll Date.

If there are other family members enrolled in the program that need to be reenrolled, continue to Step 4. Click, "OK."

Repeat this step for any applicable family member(s).

Enrollment Description	Case Members	Project Start Date ↓ᴬ	Housing Move-In Date	Exit Date ↓ᴬ
⌄ Previous				
FL-510 Duval/Clay/Nassau Rapid Re-Housing	4	02/24/2023	08/18/2023	02/29/2024
🗁 **Re Enter the Enrollment**				
🏠 Add Family Member	1	01/04/2023		08/14/2023
🔍 View Case Members				
⟲ Missed Annual/Update Assessment	4	01/25/2023		03/06/2023
↠ Link Assessments				

Re Enter the Enrollment

clienttrack.eccovia.com says

The enrollment has been reentered.

OK

Enrollment has been reentered confirmation

Lebron James 4/4/1994 --
624 904-555-8458 --

🔔 2⬤ 📅 ⛶

Enrollment Case Members

‹ 🖨

The Case Members display below. To view or add the household application select the edit button on the left hand side of the member you would like to edit.

+ Add New **Copy Family**

4 results found.

	Case Member	Grant	Relationship	Enroll Date	Exit Date
•••	Lavette, Larry		Other Family Member	11/22/2024	12/13/2024
	Lavette, James Jacob		Other Family Member	11/22/2024	12/13/2024
•••	smith, maria		Other Family Member	11/22/2024	12/13/2024
	Bradley		Self	11/22/2024	

Actions for smith, maria

☑ Edit Enrollment
↪ Exit Enrollment
📂 Reenter Enrollment

As the "Renter Enrollment" button is selected, Exit dates will delete

Head of household's exit date has been removed

Reentering Enrollments through Enrollment Case Members