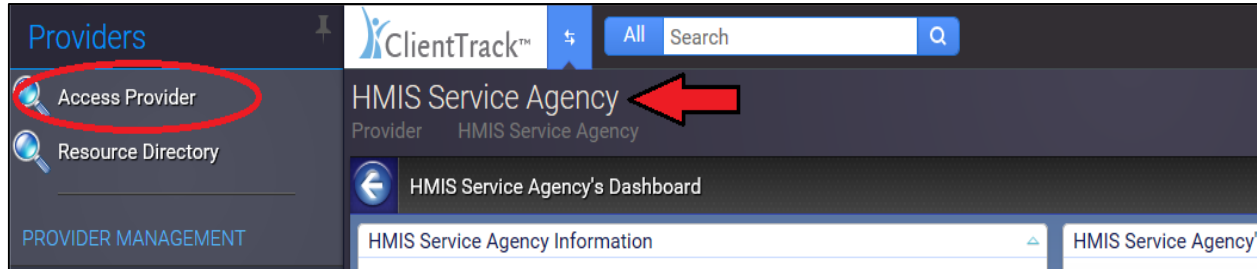


Provider Tab – Loading a Provider:

At the top of your Provider tab, you should see the name of your Organization (i.e. Lehigh County Conference of Churches / Lehigh County Information and Referral) – which is shown with the Red Arrow below.



It sounds like your “Provider Name” area is blank, which is causing your issues. To fix this, select the Access Provider option (circled in red above).

The screen will load a grid that should contain your individual provider/organization. Select your provider below (clicking on the grid row that contains your provider).

Below is the list of providers available within the current organization. A provider is the collaborative entity of an organization that allows access to electronic referral and waitlist features within the system. To access your organization provider select the appropriate record below to load the appropriate functions.

Please note that by default all users have access to organizational providers, however managers have the ability to enable and configure settings to further define user access.

1 result found.

Provider	Address	City	State	Zip Code	Organization
Lehigh County Conference of Churches	457 West Allen Street	Allentown	PA		Lehigh County Conference of Churches

After selecting your Provider, the system will refresh the screen and your organization will be listed at the top and both the “Provider Management” and “Eastern Community Queue” folders should appear in the menu.



You should be able to click on those folders to open them up for the options described for Referral Management (Referrals within the Provider Management folder). There is also the Community Queue option, which loads your Community Queue Waitlist, within the Eastern Community Queue folder.

The Community Queue option allows you to view the clients that have been placed on your list and you can filter by Service Need, County and search by Client Name.

The screenshot displays the ClientTrack interface for the Eastern Continuum Community Queue. The sidebar on the left contains navigation options: 'Providers', 'Access Provider', 'Resource Directory', 'PROVIDER MANAGEMENT', 'EASTERN COMMUNITY QUEUE', and 'Community Queue'. The main content area shows the 'Eastern Continuum Community Queue' page for the 'Lehigh County Conference of Churches' provider. It includes a search filter section with dropdown menus for 'Service Needs' (set to '- SELECT -'), 'County' (set to '- SELECT -'), and 'Type' (set to 'Active'), along with a text input for 'Client Search (Last, First)'. Below the filters, a table displays 12 results found. The table columns are: Added to Waitlist, Client (Head of Household), Adult Males, Adult Females, Child Males, Child Females, Household Size, Waitlist County, Waitlist Priority, SPDAT Type, SPDAT Score, Service Needs, and Status. The first three rows of data are as follows:

Added to Waitlist	Client (Head of Household)	Adult Males	Adult Females	Child Males	Child Females	Household Size	Waitlist County	Waitlist Priority	SPDAT Type	SPDAT Score	Service Needs	Status
02/03/2017	Johnson, John	1	1	1	0	3	Mifflin County	Medium	Family	2	Rental Assistance, Diversion, Emergency Shelter Housing,	New
01/31/2017	smith, john	0	0	1	0	1	Lehigh County	Medium	Single Adults	7	Transitional Housing (SHP), Rapid Rehousing Services, Permanent Supportive Housing,	New
01/05/2017	Manziel, Johnny	1	0	0	0	1	Lehigh County	Medium	Single Adults	0	Rapid Rehousing Services, Permanent Supportive Housing, Transitional Housing (SHP), Rental Assistance, Diversion, Emergency Shelter Housing,	New