Case Resolution

PROCESS AND TIMELINE

1. Agency attempts to resolve issue with their Agency Admin.
2. If issue cannot be resolved with Admin, user to open a case at http://ctagroup.org/monterey-san-benito-hmis/mosbe-help/
   a. User must complete all fields of the case form to ensure timely response and include examples of clients who are affected by the issue, if applicable.
3. CHSP to accept/acknowledge receipt of the case **within two business days.**
4. If HMIS Data Coordinator is:
   a. able to resolve the case, case will be resolved within the following timeline, based on levels of difficulty and time consumption:
      i. Low level cases- *(i.e. Password changes, PKI requests, etc.)* 1 business day
      ii. Medium level cases- *(i.e. Deactivating programs, data quality assistance, etc.)* 1-5 business days.
      iii. High level cases- tbd
   b. unable to resolve the issue, case will be escalated to CTA Program Manager or Program Director **within two business days** of accepting the case.
      i. Medium level cases- *(i.e. Deactivating programs, data quality assistance, etc.)* 1-5 business days.
      ii. High level cases- tbd

FURTHER INFORMATION

- Cases must be opened within the above mentioned case ticketing system. Complete contact information assures cases be resolved in a timely fashion.
- CHSP and CTA will not accept phone calls or emails regarding issues that are not logged in the case ticketing system.
- Cases that have been waiting for user response will be closed after 7 business days of non-communication.
- CHSP and CTA will make no more than two attempts via email and/or telephone to contact user regarding cases before assuming the user no longer needs assistance and closes the case.

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