

CHANGING A CASE STATUS TO “OPEN” IN CAMS

After the Eligibility Assessment is complete, if the person is accepted for programming, the case status must be changed to **Open** in CAMS.

1. SEARCH FOR THE CASE USING THE LEFT-HAND MENU IN CAMS

- Hover over **My Cases** on the menu to the left and select “**My Waitlist**”.
- Click on the person’s name to open the case profile in CAMS.

2. ON THE INTAKE FORM TAB, CLICK THE PROGRAM NAME HYPERLINK IN THE “PROGRAM & WORKER” SECTION

[#4] second Test

[#4] JHS Montreal Current Status: Wait (41 days) Status Date: 2018-05-16
JHSCANADA's Worker: Kassandra Roy, Zakaria Dhib

Intake Form Needs Assat. Service Plan Monthly Report Mid/Final SNAP Discharge FollowUp Incident Report Case Notes

Client Short Information

Client Name	second Test	Gender	Male
Birth Date	0000-00-00 Not Set	Phone 1	
Phone 2		Phone 3	
Address	Toronto, ON		
Email			
Comments			

Include Comments in print

Program & Worker

#	Program	Worker	Status	Status Date	PD Date
4	John Howard Montreal	Kassandra Roy Zakaria Dhib	Wait	2018-May-16	PDD

#	Date	Action	Live	Status	Author	Comments	Real Date
8	2018-May-16	Refer	Y	Wait	Debi Zore (Admin)		2018-Jun-25 10:00:26

Add new Family Member

Internal Referral

Add new Professional

Click on Program Name to Remove / Open or Discharge

Click on Worker Name to ADD / REMOVE a worker from case

3. CHANGE THE PROGRAM STATUS TO “OPEN”

- Select “Open” from the “Action” dropdown menu in the bottom section of the screen.

The screenshot displays a case management interface. On the left is a sidebar with navigation options: My Cases, New Intake/Referral, Search Office/Print, Search Cases By, Program Reports, Change/Edit Requests, New Account Request, Modify Account Request, and Log Out. The main content area is titled 'Case Action' and includes a red notification for '2 Unread Case Notes (Max 50)'. Below this is the 'Client Short Information' section for Kalab Asebe Wolde, with fields for Client Name, Birth Date (1992-10-01, 26 years, 3 months), Gender (Male), and Address (Calgary, AB). The 'Program & Worker' section shows the program as John Howard Calgary and workers as Cassandra Roy and Robert Thompson, with a status of 'Wait' and a status date of 2018-10-19. Below this is a table of actions:

Date	Action	Status	Author	Comments	Real Date
2018-10-19	Refer	Wait	Robert Thompson		2018-10-22 13:02:48

At the bottom, there is an 'Action' dropdown menu (currently showing 'Select action'), an 'Action Date' field, and a 'Comments' field. A 'Save action' button is located below these fields. A summary line at the bottom reads: '[#33] Kalab Wolde [# 33] John Howard Calgary JHSCANADMS Worker: Cassandra Roy, Robert Thompson Current Status: Wait Status Date: 2018-10-19'.

- In the “**Action Date**” field, enter the date the case was opened (i.e. the date the person was enrolled into programming).
- Click “**Save action**”.

Your case is now open.