

VT CCH (THP) App: CommCare

Frequently Asked Questions

***For Basic User Instructions please visit the [Final VT THP MVP Application Guide](#)**

How do I report an error message/issue or ask a specific question about CommCare?

Send an email to AHS.THPScreening@vermont.gov with any questions. Please provide screenshots and any other information that may help us re-create the issue. Please do not include PII (such as names and ssns) in your email.

How do I add a child to a household? Who can add a child to a household?

Anyone can add a child to a household. You do this not in the screening tool, but by clicking “Add Household Members” within the household. Even part-time custody children should be entered as a household member.

***This is a high priority! If you haven't collected child info, please return to the household to do so. Alternatively, please touch base with the ESD contact on your team to add children to households.**

How do I add an adult to a household?

Send an email to nicole.tousignant@vermont.gov to add an adult member to a household.

How do I remove duplicate or inaccurate household information?

Send an email to AHS.THPScreening@vermont.gov to remove or change household information.

Is information saved if I answer “No” to the last question of “is the screening complete?”?

Yes, all information is saved if you click the final “Submit” button at the end of the screening.

What do I do when I run into this error message:

Logic references instance(commcareession)/session/user/data/agency which is not a valid question or value.

You will need to go back to the CommCare homepage by clicking:  and then click “Sync”.

What do I do if I need to fill out a paper version of the screening tool?

You will need to enter the information that you collected into the CommCare app when you are able.

How do I record that I have made attempts to contact a household member?

This will vary based on Team. Generally, you can document outreach in the notes section and answer “no” to the “is the screening complete?” question.

What do I do if I have questions about Coordinated Entry?

The THP Care Teams should refer households to Coordinated Entry. Coordinated Entry is how to help households experiencing homelessness to access housing resources. If you don't know how to make a referral to Coordinated Entry, discuss with any housing support agencies working with the Care Team or contact the CE Lead Agency in your area for a referral form. <https://helpingtohousevt.org/vermont-lead-agencies/>

Where can I search by a household member vs. head of household member?

On the My Team's Households and My Assigned Households List, you can search by household member. On ESD Release and Transfer Household pages you can search only by Head of Household name.

Can I get alerted within the CommCare system when follow-ups become due?

No, there is not an alert function/calendar within the system. We recommend using current tools such as outlook.

***Please remember to update phone numbers, emails, room numbers as often as possible to keep contact information up to date.**