



cFive Catalyst Quick Start Guide

Follow Ups



Data-driven
Outcomes

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INTRODUCTION

This Quick Start Guide provides step-by-step instructions to allow users to familiarize themselves and use cFive Catalyst's Client Profile and Messaging Components.

Additional Learning Resources

cFive provides a library of learning resources at our website at:

<https://www.cfive.com/covid-19-support-program-resources>

The page contains a variety of informational resources including Quick Start Guides, Videos and informational documents. Videos are designed to be viewed along with the Quick Start Guides to provide additional information about the topics.

Minimum Phone Operating Systems Supported

In order to maintain stringent security protocols, cFive can only support Catalyst installed on these Operating Systems:

ANDROID: Version 6, Marshmallow from October 5, 2015 and above

iOS: iPhone 6s or above with the latest iOS operating system 10



FOLLOW UPS

When a user logs in, the “**Follow Up**” window on the right-hand side of the Dashboard will be open. Follow Ups help the Case Manager stay on top of issues.

Follow Ups will alert the case manager of the following items:

- Message’s that have not been replied to by the client (Unreplied)
- Message’s that have not been read by the client (Unread)

The follow up listing will display clients in order of worst/most critical (highest number of follow up items) to best (lowest number of follow up items).

The screenshot shows the cFIVE Catalyst dashboard. The main content area is titled 'My Client' and contains a table with the following data:

Name	Client Type	Phone	Score
Test, Jim	Adult	(214) 529-2171	84
Lloyd, Jude	Diversion	(214) 529-2171	21
Dakota, North	Specialty Court	(214) 529-2171	21
Foot, Julian	Adult	(214) 529-2171	18
Jones, Sam	Juvenile	(214) 529-2171	20

On the right side of the dashboard, there is a 'Follow Ups' sidebar. It lists clients with their names and the number of follow-up items in parentheses, ordered from highest to lowest score:

- ✓ Román Brown (-84)
- ✓ Sam Jones (-20)
- ✓ Julian Foot (-18)
- ✓ Bud Texas (-13)
- ✓ Jim Colorado (-8)
- ✓ Joe Smith (-6)
- ✓ June Jones (-6)
- ✓ Tuesday Jones (-5)
- ✓ Mark Baker (-4)