

Resident Reviewers are responsible for the following items in the CRM web app

- Review the unassigned cases “view” in order to find new cases that need a resident review completed
- Assign the case to yourself
- Enter a case contact when you contact the individual, via the Case Contact form (A)
- Enter the date the resident review is completed once it is done (this field is in the “Important Dates” section at the top of the case in CRM)
- Enter a case note under Case Notes, if warranted
- Attach the completed Resident Review document to the case under Attachments
- Reassign the case to a transition coordinator agency, by using the “DMH Assign” button at the top of the case (Note, this will not be an option until the other steps are completed)