The Hub Club

Your Source for **EI-Hub** Updates

Contact Us

EI-Hub Change Team
EIHub @health.ny.gov

Training Team
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A Message from the Bureau

EI-Hub Testing Begins

Since we first announced the replacement of NYEIS with the EI-Hub, our team has been contacted by more than 400 stakeholders that have asked to engage directly with us on the development of the new solution. This past fall, we completed most of the requirements gathering for the EI-Hub, using many of the comments and suggestions sent to us by stakeholders to incorporate into the system.

While PCG continues to develop the EI-Hub solution based on those requirements, the BEI team has been working to engage system users in User Acceptance Testing (UAT) of the solution. In late December 2020 we started the process by opening the Service Logging, Learning Management, and Provider Enrollment components of the EI-Hub to our staff and system users from both the county and provider communities to begin testing.

In the initial rounds of UAT, many findings, comments, questions, or suggestions were brought to us by the testers. The EI-Hub Project Team is working to determine which items could result in changes to the EI-Hub, help us improve training, or provide more details in our on-going communications. As you can see, the testing input provided by stakeholders is essential to the creation of a quality solution for the Early Intervention Program.

In the next few weeks, we will begin our primary UAT on the Case Management component. Our team will start by reviewing the EI-Hub's functionality for the most important part of the Early Intervention Program – the child. We will progress through the life cycle of a child in the solution, see how the solution compares to what we do today, and identify how the solution improves our process.

We'd also like to share that we continue to hear from early intervention service providers about their need to understand the new Service Logging component. In response, the EI-Hub Project Team will be offering a guided tour of that system in the next month or two. We will reach out to some of the 400 individuals mentioned earlier to help in that effort.

Finally, we will continue to engage you with UAT and update you on the findings during all further testing. We thank you for all the help you continue to provide and your efforts during this COVID pandemic, which we know has affected us all.

Please continue to share questions, comments, and anticipated training needs with us via the EIHub@health.ny.gov so that we can work together to prepare for this exciting transition to the EI-Hub.

Connie Donohue
Director, Bureau of Early Intervention

Stakeholder Readiness Survey

Next EI-Hub Readiness Survey Released

As we continue to make progress toward the installation and implementation of the new EI-Hub system in the coming months, we continue to ask our stakeholders to let us know how ready they feel for this change.

On Tuesday, February 2, we sent our latest readiness assessment survey to stakeholders. In addition to assessing general change readiness, this survey offers an opportunity to share your thoughts on the ongoing effects of the pandemic, level of comfort and expectations for EI-Hub training, and preparedness related to compliance with the EIP record retention policy.

Thank you to the more than 450 individuals and organizations that have taken the time to respond! If you haven't already, please take a moment to complete this survey so that we can tailor our rollout plan to your needs. Your feedback is essential to the success of this project, and we appreciate your time.

You can access the survey here:

CLICK HERE FOR THE SURVEY

Please complete the survey by Friday, February 12th.

Frequently Asked Questions (FAQs)

I'm concerned that there won't be enough time to learn the new system before it goes live. When will I be able to access the training videos and LMS?

It's very important to the success of the EI-Hub that all users feel prepared to use the new system. With that in mind, the EI-Hub Project Team is busy both building the system and creating robust training content. The LMS will launch in the spring and will include a number of training videos and content. As new content is built it will be added to the LMS over time, well in advance of the EI-Hub launch.

I've heard there will be a two-week transition period between the shutdown of NYEIS and the launch of the EI-Hub solution. Will providers and counties be given resources to prepare for the transition period from NYEIS to EI-Hub?

Yes, the EI-Hub Project Team is working closely with Department leadership, BEI staff, and external stakeholders to identify the transition needs of providers, counties, and other stakeholders. In the coming weeks, the EI-Hub Project Team will begin communicating with all stakeholders about the process for the transition, including a timeline for the two-week transition period, steps that providers and counties should take to prepare, and resources necessary to successfully transition. The EI-Hub Project Team is developing a resource repository that will house all information related to the transition and will be accessible for all stakeholders. Please look forward to more information in the weeks ahead!

Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, please contact EIHub@health.ny.gov with your questions. We will share answers to common questions in an upcoming issue of the Hub Club newsletter.

Upcoming Events

- **EICC Meeting** - March 23, 2021
  http://www.health.ny.gov/events/webcasts/

Key Transition Dates

- **Launch of EI-Hub Learning Management System** – Spring 2021
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – 2021
- **Deadline for downloading files from NYEIS** – September 1, 2021

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