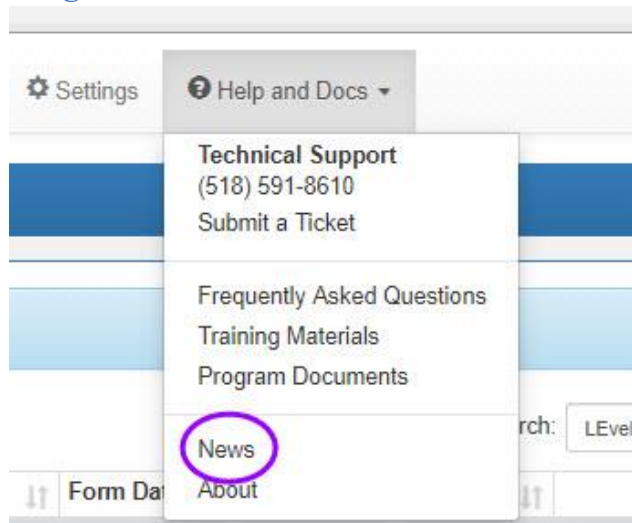


## Updates, Reminders and Recommendations from the MIS Team

1. Auto Save has been temporarily removed from the Supervision Form and the Home Visit Log. We are correcting a couple of glitches on this feature and will bring it back to both forms very soon.
2. One-time data/report requests must be approved by OCFS before we can create the cohorts and run data. Please submit a support ticket, attaching a completed *Healthy Families Data Request Form*. This form can be found in the MIS, under the Forms tab.
3. All recent changes and updates to the MIS can be found on the Help and Docs tab. Click on News to get all the latest information.



4. Please do not send questions or issues to the *Support Email* addresses. The support email boxes are rarely checked. The best and quickest way to have an issue resolved is to send a Support Ticket. There is a link to *Submit a Ticket* under Help and Docs on the MIS.
5. Please use the following guidelines when submitting a support ticket to the MIS team:
  - a. *Be as detailed as possible* in your question. This helps to minimize back and forth communications, taking less of your valuable time to resolve an issue.
  - b. Always include a *case number*.
  - c. If you are getting an error when trying to enter a form, *please attach the paper form* to the ticket. This will help us to duplicate your issue and hopefully resolve the error promptly.
  - d. If your question is regarding a report, *please include the report name and the dates* for which the report was run.

We are also available by phone. *Please feel free to call us at 518-591-8610.*

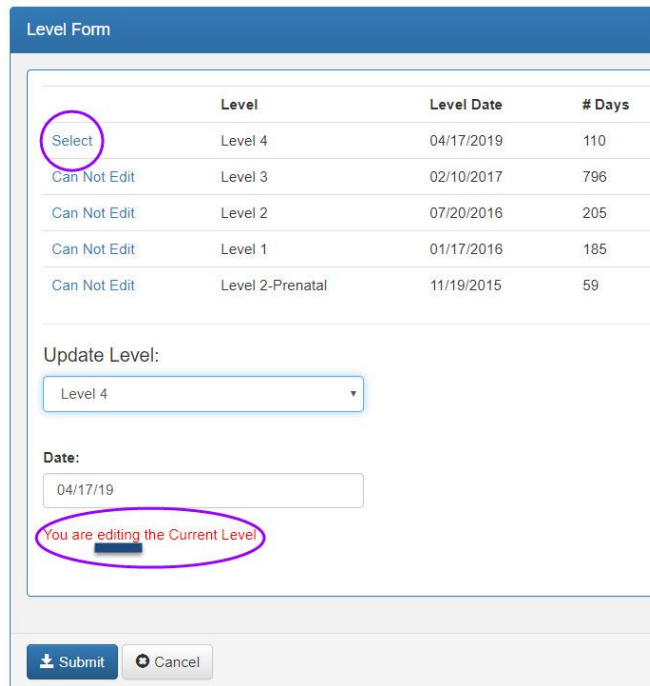
6. Recently, we have received a number of calls and tickets regarding level changes. Below are few reminders to assist you.
  - a. Please review the *New Levels January 2019 document on the MIS under the Forms tab*. This will provide a detailed explanation of all the levels and how they work in the MIS.
  - b. In most cases, the level can be edited or changed easily on the Basic Information Tab. *Edit a level* that has been entered incorrectly. *Change a level* when the case status has changed.
  - c. To *edit* a level, follow these steps:
    - i. Click *Edit Info* on the right side of the Basic Information Tab to open editable fields.

ii. Click on the *Current Level*



Current Level: Level 4 On: 04/17/19

iii. Click on *Select*, next to the current level. Click on *Update Level* to see the levels available for editing.



	Level	Level Date	# Days
Select	Level 4	04/17/2019	110
Can Not Edit	Level 3	02/10/2017	796
Can Not Edit	Level 2	07/20/2016	205
Can Not Edit	Level 1	01/17/2016	185
Can Not Edit	Level 2-Prenatal	11/19/2015	59

Update Level:

Level 4

Date:

04/17/19

You are editing the Current Level

Submit Cancel

iv. Click *Submit* when the edit is complete.


d. To change a level, follow these steps:


- i. Click *Edit Info* on the right side of the Basic Information Tab to open editable fields.
- ii. Click on the *Current Level* to open the level form.

- iii. Click on the drop-down box under *Update Level* near the bottom of the form to Change the level of the case. Click *Submit* button to save the level information.


**Level Form**

	Level	Level Date	# Days
Select	Level 2	04/05/2019	124
Can Not Edit	Level 1	11/15/2018	141
Can Not Edit	Level CO	10/22/2018	24
Can Not Edit	Level 1	08/01/2018	82
Can Not Edit	Level 1-SS	04/12/2018	111
Can Not Edit	Level 1	02/13/2018	58
Can Not Edit	Level 2-Prenatal	08/11/2017	186


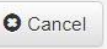
Update Level: 

--Select-- 

**click on the down-drop arrow to see all available levels**

Date: 

**enter the date of the level change.**

 **Submit**  **Cancel**

**click submit to save the level information**

e. *Levels on cases with Multiple TCs (twins, triplets, etc)* will be marked with an “M”. For example, a level 3 case with twin TCs will show as M-3 on the Level Form. *FYI, cases with Multiple TCs will have a higher case weight.*

7. The MIS team recommends the follow steps to manage a staff person on leave:
  - a. Reassign their cases to other staff members
  - b. Enter supervisions as missed sessions with the reason *Staff Out All Week*.

**Please forward this missive to anyone who should be receiving it. Send us their email address so we can include them on the next one.**

**\*\*FYI, opting out of this email will remove you from the listserv.\*\***

**Thank you!**  
**Take care,**  
**Your MIS Team**