

## Updates, Reminders and Recommendations from the MIS Team

1. The *Performance Indicators* are right around the corner. Coming soon are the PI details and the scheduled due dates.
  2. If you notice *cases missing Cheers Check In* on the Quality Assurance report, please check the *Interval field*, located on the top right of the form. The Interval field must be entered with the correct time frame for it to be reported correctly.
  3. Entering a term date to the worker form does not remove user access to the MIS. When *terminating a staff person*, the supervisor should contact the MIS team via support ticket after *terminating the Worker Form* so we can deactivate the USER account.
  4. 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.*

5. When reviewing and approving forms on the *Form Review Dashboard*, you can use the *Search* box on the right to filter the data in several ways, including (but not limited to) form name, staff name and Supervisor name.

The screenshot displays the 'Supervisor Form Review' interface. At the top, there's a header bar with the title and a 'Load All Forms' button. Below this, a 'Filters' section contains tabs for various form types: All, Screen, Pre-Assess, Parent Survey, Pre-Intake, Serv Ref, ID Contact, Home Visit, Intake, Level, and TC ID. A 'Show 10 entries' dropdown is also present. A search box on the right, labeled 'Search:', contains the text 'tc med', with a purple arrow pointing to it. Below the filters, a table lists the forms. The first column, 'Form Name', is highlighted with a purple box and contains the text 'TC Medical' for all entries. The table has columns for PC1ID, Form Date, Data Entry Date, Data Entry by, Current FSS, and Supervisor. The bottom of the interface shows pagination: 'Showing 1 to 8 of 8 entries (filtered from 44 total entries)' and 'Previous 1 Next'.

Form Name	PC1ID	Form Date	Data Entry Date	Data Entry by	Current FSS	Supervisor
TC Medical	CA98969356814	08/02/2019	08/16/2019	crobohn	Lewis, Jenny	Kelly, Yuna
TC Medical	CA98969356814	08/02/2019	08/16/2019	crobohn	Lewis, Jenny	Kelly, Yuna
TC Medical	CO00969356812	07/18/2019	08/09/2019	crobohn	Lewis, Jenny	Kelly, Yuna
TC Medical	CO00969356812	07/18/2019	08/09/2019	crobohn	Lewis, Jenny	Kelly, Yuna
TC Medical	CO00969356812	08/01/2019	08/09/2019	crobohn	Lewis, Jenny	Kelly, Yuna
TC Medical	DL99969356813	07/10/2019	08/29/2019	crobohn	Lewis, Jenny	Kelly, Yuna
TC Medical	SB94969356816	06/06/2019	08/16/2019	jrobohn	Myers, Meg	Kelly, Yuna
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6. This missive, along with every missive sent in 2019, is now available on the staff side of the Healthy Families New York website.



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.\*\*

**Take care,  
Your MIS Team**