

Helpful Hints and FAQs –

- **New Job Postings**

- Please use the form posted on the Jobs page of the HFNY website.
<https://www.healthyfamiliesnewyork.org/jobs.htm>. Completed job posting forms should be sent to Cori at crobohn@albany.edu.

- **Support Tickets**

- Please provide as much detail to your tickets as you can. This includes report names and dates, case numbers and specific forms, errors or validation messages received when entering data. The more detail we have, the faster we can work to resolve your issue.

- **Out of Home Visits**

- All out of home visits are required to be approved by a supervisor or program manager ***prior*** to the visit with the family.
- Cases where out of home visits are needed can be ***discussed and documented in weekly supervisions, during the in-depth case discussions.***
- The ***service plan*** is another place within the case that should be documented with any out of home visit approval.
- ***4-2B in the Policy Manual*** is a great resource for additional information regarding out of home visits.

- **New User Accounts**

- Please do not send User request forms to us when request a new MIS User. Instead, follow the procedure below:
 - ***Supervisor or Program manger*** send a support ticket (link is on the MIS, under Help and Docs)
 - Ticket ***must have*** the User's full name, a valid work email address, the program name and access the new user shold have (***guest, user, data entry, supervisor***).
 - In turn, the tech support team will create the users account and reply to the original ticket, cc'ing the new MIS user, with login instructions.

Special Topics –

7-4.E Referrals for Elevated Depression Screen (PHQ-2/9) - Details (Case Filter/Site Options)

The 7-4E detail and summary report have been updated to accurately show referrals made after a positive depression screen. Every positive PHQ-2/9 requires a specific referral to be made before 6 months. Previously, the report would show a client meeting if any referral was entered before six months even if that referral had been done in the past. That led to instances where a more recent positive screen that had no referral within six months would go unnoticed. The changes to the report will make it easier to track and more difficult for cases to 'fall through the cracks'.

We are available from 8-4 Monday through Friday. Please submit a support ticket (There is a direct link on the MIS, under Help and Docs) for any MIS related issues.

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.*

Best wishes for a safe and happy weekend.

Take care

Your MIS IT Team