

News, Reminders and Recommendations from the MIS Team

1. Please send all new and updated MIS USER requests as Support Tickets. The CHSR and HFNY emails are rarely checked which could result in a delay of response.
2. HFA Service Plan is now on the MIS in an editable form under the FORMS tab. To use this form, click the download button to the right of the form.



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This is the C# version.

Once the form has downloaded, click on enable editing to begin filling the document.



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Use this portion of the HFA Service Plan to summarize all concerns discovered through any additional tools such as a depression or IPV screen, or other concerns that emerge through conversation or observation during the course of services.

3. We have recently been made aware of an issue with our support ticket application. It appears that many of our returned responses and forwarded communications are going to **spam or junk mail**. If you have sent a ticket to us recently and have not received a response, please check your junk mail or spam. Unfortunately, there is little we can do

about this as it is in the hands of the application we use. Please feel free to call us with your technical questions at 518-591-8610.

4. Recently, there have been a few inquiries regarding **Regularly and Protected Scheduled Supervision** days and weekly supervision 'grace periods'. The Supervision day is selected on the Worker Form. If a supervision cannot occur on the chosen day, then the supervisor and staff person can reschedule over the following 6 days.
 - For example, if my scheduled supervision (scheduled every Wednesday) dated 04/3/19 needs to be rescheduled because I am out of the office that day, it can be rescheduled it on any day from Thursday, 04/04/19 to Tuesday, 04/09/19. This will appear as meeting the standard on the Regularly Scheduled and Protected Supervision Report.
 - If the same supervision is rescheduled for 04/02/19 (the day prior to the regularly scheduled day), then this will **NOT** meet the standard since the supervision took place before the first day of the weekly period.
 - Just a couple reminders
 - i. The duration of weekly supervisions is minimally 1hr 30min.
 - ii. The only acceptable exception from weekly supervision is **Staff Out All Week**
5. **A new publish to the MIS is coming by week's end.** Please check out the News under Help and Docs for all the latest MIS updates.

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