

COVID-19

1. Hey, Everyone! The MIS Team hopes everyone is staying healthy and safe during these odd/stressful times. We are available, Monday-Friday, 8am-4pm, via *support tickets and phone* to help with MIS issues or questions.
2. Please sure to check the *Healthy Families New York website* for the latest developments regarding COVID-19 <https://www.healthyfamiliesnewyork.org/Staff/COVID-19.htm>. In case you haven't been on the website in a while, the password to access the staff side is *HFNYStaff2015*.
3. The PIs are officially suspended for this period. However, the MIS team and CHSR are offering to run PIs for any program that is interested in seeing their numbers. Please know these PIs will not count officially. It's simply a chance for programs to see their progress and possibly find opportunities for improvement. We have received a lot of interest in this already. If your program would like to see the Performance Indicators from 10/01/2019 through 02/29/2020, *please send an email to crobohn@albany.edu*. We will be running the reports early next week.
4. We are currently working from home. Because of this, we have no access to a fax machine right now. If you have *New User Requests*, please send scanned forms via support ticket.

Updates, Reminders and Recommendations from the MIS Team

1. *CHROME is the best browser* to use for the MIS. If you are using an iPad to complete forms, please download CHROME.
2. There should only be *one case per Target Child*. If a case closes because the family has moved or refused the program, but then later decides to accept services, the original case should be reinstated. Level CO can be used for the time the case was closed.
3. There is a bug in the *Follow-up form* when users attempt to edit. We are working to resolve it, but in the interim, please send us a ticket, including the case number and the date of the follow-up form. We will send you a link to resolve your issue.
4. Please check the *News under Help and Docs* for all the latest updates to the MIS.
5. This missive will be posted under *Help and Docs/Paper Forms and on the HFNY Website*
<https://www.healthyfamiliesnewyork.org/Staff/HealthyFamiliesMissives.htm>.
6. Please advise us as soon as possible of MIS users that are no longer working with your program. This is important as we need to deactivate their MIS user account for security purposes.

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!
Stay safe and be well.
Your MIS Team