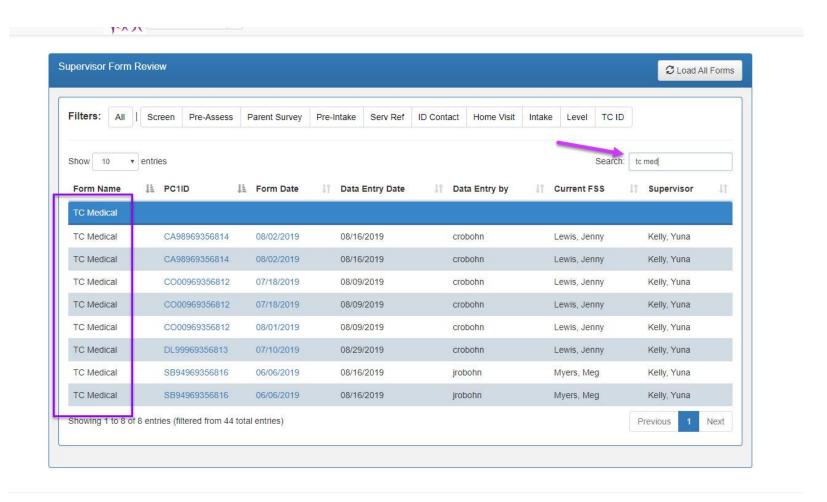
HFMISsive -

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 terming 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.



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