

Helpful Hints and FAQs –

- **Entering the TC ID form will automatically move a case status to Level 1** on the day of TC's birth. This level cannot be deleted or changed. If the case needs to remain on a previous level, update the level, using the day after the TC date of birth as the start date.
- Please provide as much detail as possible when you are **submitting support tickets**. The more information we have initially, the faster your issue will be resolved.
- The **PC1 at enrollment should remain the PC1 for the life of the case**. The Parent Survey and Intake are based on data collected on the PC1 at the time of enrollment. This information may not make sense or could be confusing if the PC1 changes. If there is a change in TC's caregiver, this can be documented in the case notes, Home Visit narrative and Follow-Up forms.

Procedures –

- If your program reports on multiple site locations and the FSSs' and FRSs' work cases in multiple sites, it may be best to use **Case Filters**.
 - Look **under Settings/Program Management** to create a new Case Filter.
 - Case Filters can only be entered by those with **Supervisor access to the MIS**
 - Click the **Case Filter Tab** to see and select a case filter.

The screenshot displays the 'Edit Case Filters' interface. A red arrow points to the 'Case Filters' tab in the top navigation bar. Below the tabs, the 'Edit Case Filters' form is visible. It contains a table with the following data:

Filter Name	Value
Pine Valley - East	-Select-
Center City	-Select-

The dropdown menu for the 'Value' column is open, showing the following options: '-Select-', '-Select-', 'Yes' (selected), and 'No'. At the bottom of the form, there are 'Submit' and 'Cancel' buttons.

- Case filters are available on select reports. These reports can be identified by the **(Case Filter/Site Options)** to the right of the report name.

System Updates –

- Updates are continuously made to the HF MIS. **Check the News** regularly (located under Help and Docs) to see the latest updates and fixes.
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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 restful weekend.

Take care,

Your MIS IT Team