

HFMISSive -

08/20/20

Updates, Reminders and Recommendations from the MIS Team

1. For the latest updates and developments to the MIS, please see *the News under Help and Docs*.
2. A new tab has been *created on the HFNY website called HFNY Forums*. Here is a link to the page: <https://www.healthyfamiliesnewyork.org/Staff/hfnyforums.htm>. Under this tab are the notes from the Listening Forums and the PSCO Regional Forums conducted by CA and the Training Team. It is located on the password protected section of the website, under the HFNY Worker Roles tab. More resources and notes will be added as they are received.
3. In case you haven't been on the HFNY website in a while, the password to access the staff side is *HFNYStaff2015*. Again, the link is here: <https://www.healthyfamiliesnewyork.org/Staff/hfnyforums.htm>
4. Please be as detailed as possible when *submitting a ticket*. This will result in a quicker resolution.
 - a. If your question is regarding a case, please include the case number, the form name and any validation or error messages.
 - b. If your question is regarding a training, please include the training name, date and duration, the code and staff who attended.
 - c. If your question is regarding a report, please include the report name, the specific demographics (i.e. dates, staff and case filters where applicable) and the issue.

5. Target Child Medical Forms with *dates that fall prior to the case start date but after the Target Child DOB* can now be entered by programs that have accepted a transfer case in which the TC is not up to date on their immunizations. These forms can also be reviewed and approved on the Supervisor Dashboard.

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.****

Have a great week!

Take care.

Your MIS Team