

04/24/2020

## Updates, Reminders and Recommendations from the MIS Team

1. The CHEERS section of the Home Visit Log now includes an option to check a box marked as “*Child was asleep or absent for the entire visit*”. When this option is chosen, every field will be auto-filled with “TC was asleep for the majority of the HV. - TC was asleep or absent.”.
2. The timing restrictions for Home Visiting logs have been adjusted to allow data entry of *visits less than 30 minutes* in duration. These visits will count toward the Home Visiting Completion Rate.
3. Home Visits with a time duration of 59 minutes or less will be highlighted on the Home Visits Performed in Time Period report. This report is located under the Analysis.
4. Please be as detailed as possible when *submitting a support ticket*. Include the case number, report name (when appropriate), the form and event date (when appropriate) and any error or validation message you are receiving. This will save everyone time and get the issue resolved quickly. *These same instructions are now on the MIS when you click on the Submit Support Ticket link.*
5. The Person Profile Form *Race/Ethnicity* fields have been changed/updated to match the Federal methods of data collection.
6. The *Search Cases* field layout has been updated to make it easier to search for PC1 IDs.

7. The *TCID* can't be submitted if any levels are after the *TCDOB*. If you get a validation error on the TCID form that says 'Conflicting levels detected! You must remove or modify the level date of any levels that are on or after the TC's DOB', please follow these steps:
  - a. Go to the level form and either print the page or manually record the current level history.
  - b. Delete any levels with a level date that is after the TCDOB.
  - c. Enter the TCID form.
  - d. Go back to the level form.
  - e. Re-enter the deleted levels using the information you printed or recorded earlier.
8. There have been several fixes and updates to the MIS in the past couple weeks. Please check the *NEWS under Help and Docs* for all the latest additions and changes.
9. We are available from 8-4 Monday through Friday to answer your MIS related questions. Please submit a support ticket or call the *Tech Help Desk at 518-591-8610*.

**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**