

## The Healthy Families New York Website (<https://www.healthyfamiliesnewyork.org/Staff/login.htm>) has a ***new password: HFNYresources!***

### Helpful Hints and FAQs –

- ***The 4-2.B HFA Home Visit Completion Rate Analysis*** report is best run in 3 month spans of time for most accurate results.
- When reinstating an employee on the worker form, the ***term end date MUST be the day before the employee starts back to work, or they will NOT appear on the worker assignment dropdown list until the following day.*** For example, Jane Smith has been on leave and she will return to work on 04/12/21. Her term end date must be 04/11/21.
- ***Supervisors hired after July 1, 2014*** are required to attend both FSS and FRS core trainings within six months of starting the supervisor position. ***Supervisors hired prior to July 1, 2014*** are required to have attended HFA Core Training for all roles they directly supervise.
- Recently, we have had a few questions regarding the ***CHEERS Check In Schedule. For non-MIECHV programs***, the initial CCI form is due 6 months after the TC DOB and then at least once a year after that. ***For MIECHV programs***, the initial CCI form is due 6 months after the TC DOB and then at 12 months, 18 months, 24 months, 36 months, 48 months and 60 months.

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### Procedures –

- To safeguard the security of our Users and the data within the MIS, the process for requesting a new ***MIS User Account*** will change. Effective immediately, the User Request will no longer be used. The new procedure is:
  - A ticket will be created/sent by the Program manager or Supervisor with New User as the subject
  - The descriptions will contain the person's full name, the MIS role a valid work email address.
  - Once the account is created, the tech support team will respond to the Program Manager/Supervisor and the new User with instructions to access the MIS and change the password.

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### 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 great week.**

**Take care,**

**Your MIS IT Team**