

Helpful Hints and FAQs –

- After receiving valuable feedback from MIS users, we are making additional changes to the **Home Visit Log**. While these changes will take a little longer to implement, they will serve to improve the form's function. Keep on the lookout for a future missive that will detail these HV Log changes.
 - **Missives** are posted under Help and Docs/Paper Forms. To view missives, click the Display button to the far right of the form. Use the Search box to the right to filter Missives or click the gray up and down arrows to sort by:
 - Category
 - Type
 - Form Title
 - Form Date
 - Added On (date)
 - Added by (MIS Administrator)
 - Because we have limited access to fax machines, **please scan any documents** (including user request forms) and attach them to a support ticket.
 - **Take a few minutes to review forms** before submitting. Accidentally entering wrong information (names, dates, etc....) on a case could result in the loss of precious time. You may have to complete a support ticket, wait for a correction, or worse, having to re-enter an entire form.
 - Recently, we have received questions about cases **moving off level TR**.
 - If the case is going from TR to CO, it must take the case weight from the previous level, (must be changed to a level with case weight (level 1, 2, 3 or 4)) before going to CO. Remember, Level TR holds no case weight.
 - If the case is going from TR back to Level 1, the time on Level 1 prior to moving to Level TR counts towards moving the case to the next level.
 - For example, if a case was on Level 1 for 100 days prior to the Level TR, the case will only have to stay on Level 1 for 83 days before having the option to move to Level 2.
 - **It's important to remember the time does not restart.**
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Special Topics –

- **Changing Case Demographic Information** in most circumstances can be done easily on the Basic Information tab. Click the **Edit information** button on the far-right side to unlock editable fields. These fields will reveal open date boxes or a change in color. Clicking on the blue links will bring the user to a screen where edits can be made.

PC1 ID: EH05250374804

Basic Information Case Filters Forms Case Notes Case Documents Medical Providers

Edit Basic Information [Edit Information](#)

Case ID: EH05250374804

Screen Date: 09/21/20

Target Child DOB: 12/30/20

Primary Caregiver 1: Edie Hackett

Emergency Contact: Edwin Hackett
☐ Remove emergency contact

Current Level: Level 1 On: 12/30/20

Parent Survey Date: 10/15/20

Close Date: None

Other Biological Parent: John Raye

Target Child: Olivia Hackett

Current Worker: Alice Gray

Intake Date: 10/20/20

Primary Caregiver 2: Gloria Hackett

[Submit](#) [Cancel](#)

*****Level changes and Intake Date changes may require programming assistance*****

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.

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.*

**Take care and Be Well.
Your MIS IT Team**