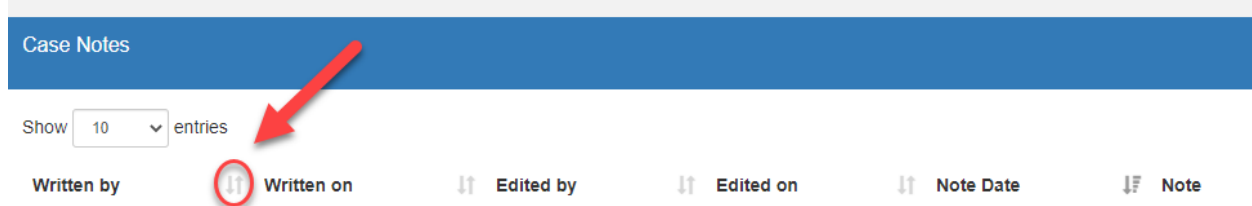


Helpful Hints and FAQs –

- **Double check the dates** on your forms, we are now in the year **2021!**. A date entered in error could result in deleted forms and extra work.
- **Submit Support Tickets** with detailed information regarding your MIS issue. Examples of these details are:
 - Case#
 - Form name
 - Report name and dates
 - Error information
 - What you were doing in the MIS when the issue occurred
- Recently there have been a few questions about **missing case notes**. You can sort the case notes in a variety of ways by clicking on the grey up and down arrows located to the right of the headings. See the picture below.



- The staff section of the **Healthy Families New York website** (<https://www.healthyfamiliesnewyork.org/Staff/workerroles.htm>) continues to be updated with community resources, training tools and helpful guidelines for FSS and FRS workers. For example, a new **Guide to Websites**, created by PCANY, was just posted under the Training tab.
- The Staff Password the Healthy Families New York website (<https://www.healthyfamiliesnewyork.org>) is: **hfnyStaff2015**

Special Topics –

- **Home Visit Log** changes will be published to the MIS soon. Some of these changes include:
 - Additional Type of Visit options (to accommodate group visits, virtual visits and out of home visits)
 - Additional Virtual Visit and Out of Home visit data fields (ie – reasons for, location of, etc)
 - Enhancements to Home Visit Reports

Corinne Noble has created a complete breakdown of the changes that has been emailed to all supervisors.

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**