

News/Updates –

1. The new Supervision form is up and running!
 - a. Please remember that the Supervision form is not compatible with Internet Explorer. Entering this form using Internet Explorer will result in losing data and could delete some of your information.
 - b. Do not 'double click' on the Partial Save button, as that can cause duplication of the forms you selected.

We will update you on fixes and changes as they are completed.

2. There are many programming changes happening behind the scenes of the MIS. Be sure to check the News and Updates under Help and Docs for the latest MIS information.

FAQ/Reminders –

1. **CHROME is the recommended browser for the MIS.** Microsoft is no longer supporting Internet Explorer, and will be ending its support of the Edge engine soon. Please have your IT team contact us if you currently cannot access CHROME to use as your browser.
2. In most circumstances, MIS forms cannot be edited or updated. The case information edits and updates take place on the **Basic Information Tab**. Click *Edit Information* on the upper right side of the screen to open editable fields. If a validation error appears after submitting, send a support ticket. A member of the MIS support team will assist you.
3. Please send all MIS requests or questions as **Support Tickets**. It is the most efficient and fastest way to ensure a quick resolution to your issue. Sending questions to individual team members could result in a slower turn-around time for you! **The link to submit a support ticket is located under Help and Docs.**

4. Please remember to include a valid email address on MIS User Request forms. The forms must also be *SIGNED* by a supervisor or higher. We cannot create accounts if both of these items are not completed.
5. We know that you spend a lot of time and energy entering the Home Visit Logs. Partially saving after each completed field is the best way to save all your valuable documentation. The MIS team cannot retrieve anything that has not been saved!
6. When attempting to transfer a case from one HFNY program to another, please remember that only *ENROLLED* cases can be electronically transferred. When discharging these transferred cases, use reason code #37 to access the HFNY program dropdown list.
7. It is recommended that before accepting a transfer case, the FSS schedules and completes one or two home visits to ensure the family wishes to continue with the HFNY program.
8. Duplicate screens can be easily removed. Users with Supervisor access to the MIS have the option of removing duplicate screens. This option can be found under Settings on the tools bar, in the Supervision column.
9. **MIECHV Programs** are required to perform the **CHEERS Check-In** twice a year for the first two years (and once per year thereafter). MIECHV Programs still need to follow the HFNY schedule, beginning with the first CHEERS Check-In at 5 months, then perform the next every 6 months (e.g., 11 months, 17 months, 23 months, 29 months), then move to the annual schedule (41 months, 53 months).

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!
Take care,
Your MIS Team