

## Updates, Reminders and Recommendations from the MIS Team

1. The new **Service Plan** will be available on the MIS after Friday's publish. An Instructional Guide (Power Point document) is available on the MIS under Help and Docs/Paper Forms.
2. Recently, there have been several questions regarding the **Goal Status Date on the FGP**. The goal status and status date are displayed as a history on the case home page. Every time the user changes those values, a new row in that status history will display. For example, if a goal plan has changed from Active to Postponed, then the Goal Status Date would require a change.
3. Only work that has been previously **saved or submitted** can be recovered by the programmers. Work that has not been saved or submitted and is lost due to an MIS timeout or home or office internet issue cannot be recovered.
  - a. Here is a reminder of how the **timeout warning** works:
    - i. The application will warn you after 17 minutes that there has been no communication with the server and a timeout is approaching.
    - ii. If you continue to work on your form and don't save within 3 minutes after the warning, you will lose your connection to the application and will be unable to save your work
    - iii. We recommend that you save any forms you are working on, even if you say 'Yes' to the timeout warning.
4. If you have **internet connection issues**, this can affect your work being saved. The MIS has no control over individual internet connections. We cannot fix or assist with correcting the internet connections that may occur in your office or home.
5. Before **moving a case from level TR to level CO**, you must first move it to the previous level (1,2,3,4, 1P, etc). Level TR holds no case weight and level CO must take the case weight from the previous level.

6. **Forms that have been reviewed and approved by supervisors** cannot be edited by anyone but the supervisor. Any form can be taken off the Supervisor Review Options (located under Settings – for Supervisor access only) by entering an end date.
7. If the Review Option has been removed for **Service Referrals**, any referrals requiring follow up can be reviewed on report 7-3D (Service Referrals Needing Follow-Up).
8. There will be **limited tech support** available on Friday, November 27. We will respond to your support tickets by the end of day, Monday, November 20<sup>th</sup>.

**Best wishes for a safe and happy  
Thanksgiving.**



**Your MIS Team**