

Helpful Hints and FAQs -

- **Transfer Cases**

- ***To transfer enrolled cases*** (Intake form has been completed) from one HFNY program to another, use ***discharge code #37*** – Transferred/referred to another Healthy Families program. This will bring up a drop down list of all HFNY active programs.
- ***To transfer cases prior to enrollment***, get a signed consent from the family and notify the potential new program of the family. Once the family has had two or more home visits from the new program, send all paperwork to the new program.

- **Policy questions**

- Our tech support team will answer all questions regarding technical issues within the MIS. However, all ***policy questions should be addressed with program managers or contract managers.***

- **Changing the PC1s' name**

- If the PC1's name has been misspelled or legally changed due to marriage or divorce, the ***PC1 name can be changed on the Basic Information page.***
- ***The PC1 identity should not be changed.*** It is important to retain the integrity and history of the case. If the PC1 is no longer living in the TC household, this can be noted in the case notes, HV log narratives and, Follow-Up forms.

Special Topics –

- **New CHEERS Resources**

- The PCANY FSS Team wants to let you know about an exciting new resource that they've developed for your CHEERS work. After reviewing, editing, and combining existing CHEERS materials, as well as creating new ones where needed, the result is the attached **CHEERS Handbook**, your "go-to" source for all information related to CHEERS. This handbook includes sections for Home Visitors and Supervisors, as well as resources for parents. Please read through the handbook and integrate it into your practice. For support with this, and if you have any questions, please reach out to your program's FSS QA Specialist.
 - The CHEERS Handbook is attached and can also be found here:
 - On the TOL website: <https://tol397.wixsite.com/transferolearning/copy-of-cheers>
 - On the HFNY website: <https://www.healthyfamiliesnewyork.org/Staff/Supervisor.htm>
 - Also, on the HFNY website: <https://www.healthyfamiliesnewyork.org/Staff/FSW.htm>
-

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 a safe and happy weekend.

Take care

Your MIS IT Team