

### New York City Department of Health & Mental Hygiene Bureau of HIV/AIDS Preventions & Control

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## eSHARE Is Three Years Old!

It is hard to believe, but **eSHARE is now three years old**. Over the past few years there have been several additions and improvements to eSHARE. We strive to continue to make your eSHARE experience more meaningful and productive.

eSHARE debuted with Ryan White Care Coordination provider services data capture and has grown to include Testing and Prevention Services. In addition, eSHARE provides data capture and reporting for Harm Reduction and Mental Health programs monitored by NYSDOH AIDS Institute as well the non-contracted Jurisdictional Testing Initiative which includes Brooklyn Knows,

Bronx Knows and NYC Knows.

As new data capture requirements are directed by HRSA, the CDC or other funding sources, eSHARE will be modified to enable up to date data capture to keep your programs in compliance, therefore increasing your eligibility to receive funding. These data capture requirements will oftentimes take precedence over improvement efforts. Though funding requirement changes are a priority, we welcome continued suggestions on improvements for ease of use and feedback on performance.



eSHARE Login Screen

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## Recent Updates

We recently made changes to the **eSHARE Common Demographics form**. In an effort to capture more meaningful data we added information and changed information. **Please see the attachment accompanying this newsletter for details.**

**Intake Assessment and Reassessment forms** have

been modified. We added questions regarding disability and private insurance. Contact your designated DOHMH Project Officer if you have any questions.

**RSR data capture** was a great success this year with

100% compliance from all service providers. The addition of the new RSR Report feature under Canned Reports in eSHARE was a great help in facilitating the reconciliation of missing data.

### What is eSHARE?

- **electronic**
- **System (For)**
- **HIV**
- **AIDS**
- **Reporting (&)**
- **Evaluation**

## Future Changes

**Housing Services categories** will change this year. We currently have seven categories. These seven categories are,

- HAH - Housing Assistance for PLWHA
- HPA - Housing Placement Assistance
- HSC - Transitional Housing for Special Populations (Releasees)
- HSP - Transitional Housing for Special Populations
- HEC - Emergency

- Transitional Housing and Supportive Services
- HEA - Emergency Rental Assistance
  - HOA - Westchester County Housing Services

The seven categories are now combined into three;

- HPA1 – Housing Placement Assistance
- STH – Short Term Housing Services
- REN – Short Term Rental Assistance

**eSHARE Access is restricted** to Internet Explorer Browsers. IE8 is the best browser to use with eSHARE. IE9, 10 and 11 work with eSHARE, provided there are compatibility modifications. In the coming months it is our intention to implement a change that will allow to access **eSHARE through the most popular browsers**. Stay tuned to find out when this change deploys.

*To keep track of services and forms pending, due and overdue for your clients, run the Services/Forms Scheduling Report weekly!*

## Deletions in eSHARE

Periodically, but with regularity, requests come into the eSHAREinfo mailbox to delete data. We have sent a number of announcements explaining what can and cannot be deleted in eSHARE. **Here is what can be deleted;**

- Ryan White Individuals Services forms
- Formal Case Conference Forms
- Referrals
- Closed Enrollments

(This is very important. **If you CLOSE an ENROLLMENT ACCIDENTLY, DO NOT RE-OPEN the ENROLLMENT, DELETE the CLOSURE.** )

Deleting an enrollment closed in error will help maintain the integrity of date validations in eSHARE. Once date validations are compromised it may be difficult to enter service forms for your clients.

All other forms cannot be deleted they must be re-used for the next encounter and the errant entry must be explained in your monthly narrative. There is a procedure for handling duplicate client entries. This will be available in the Resources section of eSHARE accessible on the left side of the eSHARE dashboard.

## eSHARE FAQs

Q. I edited a form in eSHARE today, but I do not see the changes in my canned reports, why?

A. eSHARE Canned Reports are updated overnight, so any changes made today are reflected the next day. This excludes extracts which are usually run monthly. The extract screen includes a date of last run.

Q. I enter service forms for my respective service category but although my contract calls for Group Services and Anonymous Events, I cannot access the menus.

A. Have your eSHARE Agency Administrator check your User Profile and ensure that the service category you seek is selected by checking the box next to the category.

Q. I received a PCSM requirement error when I attempted to enter a service, although I entered the PCSM, I still cannot enter the service.

A. When you enter a PCSM into eSHARE you must wait 24 hours for the PCSM update to register. In addition make sure the date of the PCSM update precedes the service dates entered.

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<http://www.nyc.gov/html/doh/html/living/hiv-eshare.shtml>

**e.share**

Electronic System for  
HIV/AIDS Reporting & Evaluation

The Bureau of HIV/AIDS Prevention and Control utilizes eSHARE to provide reporting and program evaluation for over 180 agencies throughout New York City and Westchester County. The agencies are comprised of Hospitals, Community Based Organizations and Clinics. There are over 2,100 registered eSHARE users entering or monitoring services for over 298,000 \* clients daily.

If you have any questions about how your specific program is affected by the data entered into eSHARE, please contact either your designated DOHMH Project Officer or your Public Health Solutions Contract Manager. To report error messages and receive assistance with connectivity and password problems please contact the DOHMH DIIT Helpdesk at 1-888-692-6339.

All other inquiries should be directed to [eSHAREinfo](#).

*\* This number contains duplicate clients existing across agencies.*

If you require **assistance in the evenings after 5pm or on Saturday**, please contact the DIIT Service Desk at the number below.

#### Service Desk Hours of Operation:



Monday-Friday 8am-6pm  
Saturday 10am-2pm



Call us at 212-766-HELP (766-4357)

## eSHARE Training Schedules for 2014

### eSHARE Basic Training

Registrants should click on the following URL: <http://www.cvent.com/d/k4qm3c> to access the Registration Site. It is important to first read the Summary Section followed by clicking on the Agenda Tab to view the training sessions being offered for 2014. Clicking on the blue registration button on the bottom right of the page begins the registration process.

Each training session can handle a maximum of nine (9) registrants and will automatically close about five (5) days before the scheduled

training date. Since the training venue may change periodically, an e-mail will go out approximately one week before your scheduled training date with complete training details.

### eSHARE Canned Reports Training

For advanced eSHARE training associated with running "Canned Reports" click the following URL to register, <http://www.cvent.com/d/v4qznn> or you can reach out to your assigned DOHMH Project Officer for registration information.

Any questions or concerns regarding registration can be forwarded to Jeff Oshins at [esharetraining@health.nyc.gov](mailto:esharetraining@health.nyc.gov).

Training dates, training locations, and type of trainings are subject to change based upon availability, holidays, and programmatic needs.

