

# The eSHARE Informer

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NYC Department of Health & Mental Hygiene, Bureau of HIV/AIDS Prevention & Control  
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### eSHARE Stats

Users: 1,446  
Agencies: 174  
Clients: 93,589  
Forms Submitted in July: 98,733

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**Administrators:** *Review user access at your agency at least once per month to make sure the right individuals have access to client information.*

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## The New Kids on the Block

**The eSHARE Hotline** is our latest tool to enhance service to our eSHARE users. If you have, non-urgent issues that you would like to explain on the phone instead of sending an e-mail give us a call. The eSHARE hotline is shared by Robert Thomas, Jeffrey Oshins (eSHARE training) and Jonathan Santos Ramos, eSHARE Business Lead. One of them will answer your call. If they are unavailable, you can leave a message and your call will be returned. As always, if you have an urgent matter or experience login issues contact the DIIS Help Desk by dialing (888) 692-6339.

**Robert Thomas**, briefly introduced in our last newsletter, is your new eSHARE Technical Assistance Coordinator, reporting to Jonathan Santos Ramos. Robert is the first point of contact for non-urgent eSHARE related issues. Robert will answer your general questions directly or coordinate efforts to resolve eShare questions or issues by working with various members of the extended eSHARE Team. The eSHARE team consists of the Help Desk, eSHAREinfo, eSHAREtraining, DOHMH Project Officers, eSHARE Technical Assistants, Ryan White and Prevention Subject Matter Experts and eSHARE Database Administration.

Robert held various positions involving software and systems support. He worked in the Financial Services, Employment Screening, Insurance and Software Services industries prior to coming to the Department of Health. He has experience supporting software from large-scale mainframe systems to desktop and SaaS applications. Robert has a Bachelor's Degree in Business from Baruch College and lives in the heart of Queens, Forest Hills, NY. You can contact Robert on the new eSHARE Hotline at (347) 396-7401 or via e-mail at [eshareinfo@health.nyc.gov](mailto:eshareinfo@health.nyc.gov).

**Emily Alexy** is an Evaluation Specialist for the Research and Evaluation Team. Emily started work at the DOHMH in late March and has been getting up to speed on everything eSHARE. She provides some eSHARE technical assistance and creates or updates resources for eSHARE users, as well as working on testing, updating, and maintaining eSHARE. Emily is assigned to FNS contracts and all Tri-County contracts, so she can be included on emails to the eSHARE team regarding these service categories.

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Emily moved to New York from Atlanta, GA, where she obtained her Master’s in Public Health in Global Epidemiology at Emory University and worked at the CDC’s Division of Tuberculosis Elimination. Before graduate school, she spent two years living in rural Zambia and working as a Peace Corps Volunteer with a focus on Community Health. Emily grew up in the small town of Athens, OH and now lives in Prospect Heights, Brooklyn. You can contact Emily at [ealex@health.nyc.gov](mailto:ealex@health.nyc.gov).

**Correction: eSHARE Payment Data Extract guides mentioned in an email last month did not make it into eSHARE with the deployment of 7/24 due to time constraints. Look for the guides to be included in the Resources section of eSHARE in the near future.**

### Recent Updates

#### New Service/s Added to eSHARE:

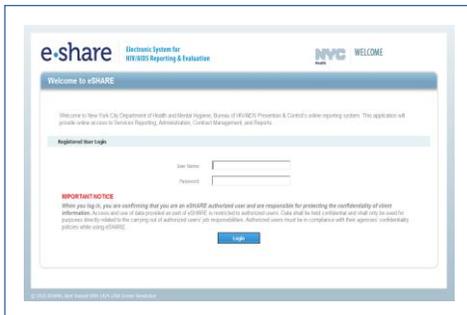
**IDU** – Last month Agencies with IDU contracts began entering services into eSHARE. A new menu item was enabled under Clients & Services entitled “Anonymous Event Services.” IDU users utilize “Anonymous Events Services” to enter Education, Nalaxone Kit Distribution, Hepatitis Care, ESAP Transactions and Healthcare Coordination events. These services can be applied to either an individual or a group. A client demographic form is not required in order to utilize “Anonymous Event Services.” If you require assistance entering services, please contact your designated Project Officer, eSHAREtraining or eSHAREInfo for assistance.

**HRR** – is scheduled to rollout September 4th. Some agencies have begun entering basic demographics information, in anticipation of HRR going live in September. Clients already enrolled in others programs do not need to be re-entered.

#### Enhancements and Fixes –

Here is a partial list of the most recent enhancements and fixes applied to the eSHARE system.

- eSHARE Payment Data Extract enabled under Reports
- Update to all forms: Provide ‘Saved successfully’ notification when drafts are saved and forms are submitted
- Added to the “Individual Services” form: OHY & SCF service type and drop down value



eSHARE landing page

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### What’s On the Horizon

**Data Upload** - Recently we asked a few of our agencies to assist in testing a PCSM data upload. This feature along with a testing services data upload is expected to deploy in the coming months. The benefits of data upload include, decreased data entry time, decreased errors and the ability to free-up staff to perform other duties. In order to take advantage of the data upload, you will need to have an EMR/EHR system and the ability to export data in csv format following specific guidelines.

**Delete Function** – We continue to work on testing and the QA process to refine parameters for the delete function. Stay tuned for additional updates.

## Recent Updates *Continued from page 2*

- Individual Services Form updated and service types enabled:
  - TCC –
    - Coordination with Services Provided
  - HOM –
    - Other Supportive Activities
    - Assistance with entitlements and benefits
    - Assistance with healthcare
    - Assistance with Social Services
    - Assistance with Housing
    - Pantry Bags

## This Month's eSHARE Tips

**My Search Button is Not Enabled** – Within eShare, you will sometimes need to perform an action to activate specific functions. For example, when you want to enter a new client, you must first perform a search to enable the "create a client" dialogue. If the search button is not enabled, you can enter data into any field and hit the enter key. This action will enable the search button. Or select Show All.

**Super User Request Form** – If you have completed Super User training and you do not have access to eSHARE you must first register with NYC Med to obtain a NYC Med User ID. Once the User ID is received, you will need to contact [eSHAREINFO](#) to obtain an Agency User ID Request form. This form will ensure that any new user created for your agency has the proper access roles to perform designated functions within eSHARE.

Remember, any Super User already designated at an agency has the authority to create additional user names. The forms should be used when submitting a request to the NYC DOHMH. You can also use the forms yourselves if you require a paper trail.

There should be at least two Super Users at each agency to ensure an internal continuation of service in the event the main Super User is absent or unavailable.

**User Clean Up** – Don't forget to perform user maintenance on a monthly basis at a minimum. Take some time to review who within your agency has access to eSHARE. These individuals have access to client records. Set user names of former employees to "Inactive." This will prevent unauthorized access to information. Check the current access roles to see that individuals have access to required functions. Who needs Canned Reports? Does John need to be able to perform the "Monthly Data Submission?" You decide!

**Site Visits** – Use eSHARE to enhance the effectiveness of site visits from your Contract Managers. Within eSHARE you have access to a Client Level Services Report (CLSR). The CLSR provides client level enrollment records for specific reporting periods. These records can be matched to the random selection of client records that Contract Managers ask be made available for review during their site visit. To become familiar with the CLSR, reference the Resources section of eSHARE and make sure you have access to Canned Reports within eSHARE.



*DOHMH Long Island City, NY*

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*"When you create your NYC Med user name to access eSHARE, do not use spaces or special characters. eSHARE doesn't like them."*

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## eSHARE Training

To register for End User and/or Super User training, we ask that you strictly follow the schedules listed below and e-mail the following information to [esharetraining@health.nyc.gov](mailto:esharetraining@health.nyc.gov) :

1. Name
2. Title
3. Agency
4. E-mail Address
5. Phone Number
6. Service Category or Service Contract Number

The deadline for registration is 48 prior to the date of the class. This will allow the trainers and other personnel to plan accordingly.

The following training sessions focus on basic data entry and data use within eSHARE. For training on data entry for specific services, please contact your Project Officer. Super User training is intended for eShare Administrators who would typically perform Contract Management and eSHARE User, Worker and Agency Administration functions.

### End User Training

eSHARE end user trainings will be offered twice a month for new employees or those that require additional hands-on experience. Ideally, the trainings will occur on the 2<sup>nd</sup> Tuesday and 4<sup>th</sup> Wednesday of each for the remaining of 2012. Of the two training offered, **Tuesdays** will focus on Ryan White Contracts while **Wednesdays** will address Prevention Contracts. The trainings will begin at 9:30 AM and last approximately 3 hours. The trainings can handle a maximum of 16 people. The training site is yet to be determined, but attendees will be notified via e-mail approximately a week before their scheduled training date with complete details.

Month	Day (Ryan White)	Date	Location	Time	Day (Prevention)	Date	Location	Time
September	Tuesday	9/11	TBD	9:30 AM	Wednesday	9/26	TBD	9:30 AM
October	Tuesday	10/9	TBD	9:30 AM	Wednesday	10/24	TBD	9:30 AM
November	Tuesday	11/13	TBD	9:30 AM	Wednesday	11/28	TBD	9:30 AM
December	Tuesday	12/11	TBD	9:30 AM	Wednesday	12/26	TBD	9:30 AM

### Super User Training

eSHARE Super User Trainings will be offered once every three months for newly hired Program Directors, Administrators, and any other employee deemed eligible to serve as a Super User by their respectful Agency. The trainings will begin at 9:30 AM and last approximately 7 hours with one hour for lunch. The trainings can handle a maximum of 16 people. The training site is yet to be determined, but attendees will be notified via e-mail approximately a week before their scheduled training date with complete information.

Month	Day	Date	Location	Time
November	Wednesday	11/14/12	TBD	9:30 AM

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