NYC Health
e·share
Electronic System for HIV/AIDS Reporting & Evaluation

The eSHARE Informer

July 2012
Volume 1 Issue 1

NYC Department of Health & Mental Hygiene, Bureau of HIV/AIDS Prevention & Control
42-09 28th Street, Long Island City, NY 11101
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Inside This Issue

- Introducing the eSHARE Informer
- Recent Improvements
- This Month's eSHARE Tips
- What's On the Horizon
- eSHARE Training

eSHARE Stats

Users: 1,367

Agencies: 159

Clients: 85,983

Forms Submitted in June: 96,320

"I'm loving the New Features. I completed a re-assessment and instead of re – entering through client services, a pop-up asked me if I wanted to enter the services and went straight to the service form YAYYYYYYYYYY."

Introducing the eSHARE Informer

Starting this month, the eSHARE Team will publish a monthly newsletter, entitled "*The eSHARE Informer*." The newsletter will be distributed via email to all who have a connection to eSHARE and for whom we have an e-mail address. Look for future issues on the third Wednesday of each month. If you miss an issue, past issues will be archived and available within the "Resources" section on the eSHARE System dashboard.

The eSHARE Informer will contain a monthly spotlight article in addition to information on changes or enhancements made to the eSHARE application. "This Month's eSHARE Tips" is a feature that will bring to light different ways of enhancing data entry & the use of data. **When you provide feedback, we listen**. We will continually strive to share tips that will answer questions posed during training sessions and submitted to the eSHARE information mailbox, eshareinfo@health.nyc.gov.

The eSHARE Team who will contribute to this HIV/AIDS newsletter consists of various stakeholders in the eSHARE project. These include the eSHARE Support Team from HIV/AIDS Administration and The Division of Informatics & Information Technology (DIIT), Subject Matter Experts and DOHMH Project Officers. We ask that you, the Agency Administrator and User, contribute as well, as we take your feedback and ideas and incorporate them into this monthly communication.

Let us know what you think of our first issue. Email eshareinfo@health.nyc.gov with your thoughts.

Future Publication Dates for 2012

August 22 / September 19 / October 17/November 21/December 19

Recent Improvements

Database Optimization was deployed in May to increase processing performance. eSHARE is accessed through the web, but it is not a typical website. Behind the eSHARE web interface is a robust database that needs to be tuned periodically to prevent increasing response time. General response time has improved since mid-April as many new users began utilizing eSHARE for the first time.

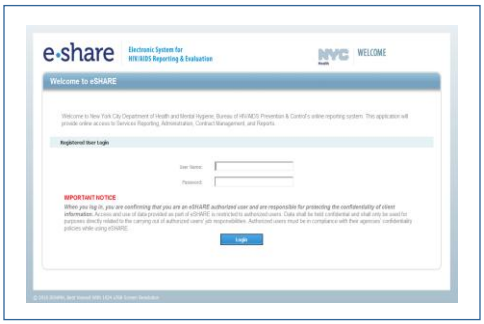
Additional Servers were added in April to meet increased demand, leading to better system response time.

Look for additional improvements in the coming months.

A new eSHARE Technical Assistance Coordinator was hired in April to provide additional service and support. The Technical Assistant, Robert Thomas will be your main contact for all non-urgent eSHARE issues. You still have access to your current program contacts where an urgent response is required. The Technical Assistance Coordinator has been added to the existing eSHARE support team to directly address issues or find the right person who will address your needs.

You can contact the eSHARE Technical Assistant directly by calling 347-396-7401 or sending an email to eshareinfo@health.nyc.com. Please remember to contact The Division of Informatics & Information Technology (DIIT) Helpdesk by dialing (888) 692-6339 for any emergency issues and problems with passwords.

The main person to answer the hotline will be the eSHARE Technical Assistant. In the event of his absence, there are back-up personnel to answer your inquiries. Please keep in mind that the hotline number like the eSHARE email address is for non-urgent issues. It is best to use the new number when you want to make sure an issue is received , adequately explained and understood. The new hotline number will be revealed in the August issue of the eSHARE Informer.



eSHARE landing page

In May, navigating within eSHARE was made easier by adding a pop-up box asking users if they want to proceed directly to enter services after entering an assessment form. Here is a quote from one of our users related to this enhancement:

"I'm loving the New Features. I completed a re-assessment and instead of re – entering through client services, a pop-up asked me if I wanted to enter the services and went straight to the service form YAYYYYYYYYYY."

Please reference May release notes sent via e-mail on 6/8/2012. If you did not receive your copy, send a note to the eSHARE Info mailbox.

What's On the Horizon

The Harm Reduction service category (HRR) in the Ryan White portfolio is the next set of service providers to be welcomed into the eSHARE family. This is the last service category of eSHARE users to transition from AIRS to eSHARE. During the summer, HRR providers will be trained on how to use eSHARE and how to make their transition from AIRS to eSHARE as smooth as possible.

Delete will be one of our newest functions in eSHARE. We will be working on the finishing touches to release this function soon.

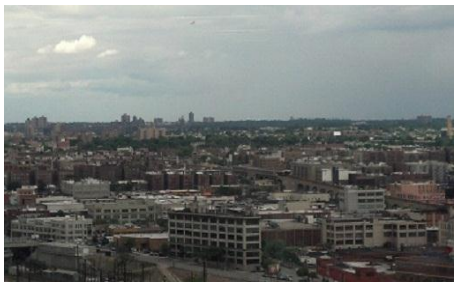
The upload function is next on the list. Please look out for emails seeking volunteers to help us test this functionality.

This Month's eSHARE Tips

User Administration

eSHAREInfo periodically receives user access requests. These requests range from creating a user name within the eSHARE system, to enabling access to a specific feature within eSHARE. All user Administration requests can be satisfied by an eSHARE Agency Administrator.

The eSHARE Administrator or "Super User" as the role is sometimes termed should be the first stop at your agency for all things eSHARE. The eSHARE Agency Administrator should have received special training and be prepared to provide basic troubleshooting expertise and train individual staff members on eSHARE navigation and input. The Administrator determines which functions are available to each user.



The Horizon from eSHARE Headquarters

Canned Reports

Many users have questions about Canned Reports. The next time you log into eSHARE, locate the "Resources" section of eSHARE on the menu to the left of the dashboard. Under Resources, select the Reports link and you will see the "Quick Start Guide to Canned Reports" where you will find basic information on how to run Canned Reports and definitions of terms.

In addition to the Quick Start Guide, you find four new guides.

- eSHARE Canned Report Sort and Filter Merged Cells
- Using Pivot Tables to summarize eSHARE
- Using the Client Level Enrollment Report
- Using the Client Level Services Report

"The Agency eSHARE Administrator is your resident expert on eSHARE"

Also, look for the "IE Compatibility Solution" instructions under eSHARE Technical Documents, to assist with correcting display and entry problems if you use Internet Explorer 9.

We will continue to offer more tips to help you utilize eSHARE efficiently and effectively.

eSHARE Team

Nisu Gohel	eSHARE Project Manager	**Jonathan Santos Ramos**	Deputy Director of Business Systems & Strategy, eSHARE Business Lead
Faiyaz Ahmed	eSHARE Application Administrator	**Paul Cackler**	Solutions Director, NYC DOHMH DIIT
Cynthia Alston	eSHARE Assistant Application Administrator	**Mary Irvine**	Director of Research & Evaluation (Ryan White)
Robert Thomas	eSHARE Technical Assistance Coordinator	**Chris Williams**	Evaluation Specialist (Ryan White)
Jeffrey Oshins	eSHARE Implementation Manager	**Emily Alexy**	Evaluation Specialist (Ryan White)
Ben Tsoi	Director of HIV Testing	**Nana Mensah**	Director, Research, Evaluation & Monitoring (Prevention)
Andrea King	City Research Scientist (HIV Testing)	**Shruti Ramachandran**	Evaluation Specialist and Project Coordinator (Prevention)
Lori Cohen	Director of Administration	**Julie Lehane**	Research Analyst (Ryan White) Westchester County DOH
		Tom Petro	Program Administrator (Ryan White) Westchester County DOH

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 :

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

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 2nd Tuesday and 4th 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
July	Tuesday	7/10	TBD	9:30 AM	Wednesday	7/25	TBD	9:30 AM
August	Tuesday	8/14	TBD	9:30 AM	Wednesday	8/22	TBD	9:30 AM
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
August	Wednesday	8/15/12	TBD	9:30 AM
November	Wednesday	11/14/12	TBD	9:30 AM

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