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## An Introduction to eSHARE

For those who would like a quick introduction to eSHARE you can access our on-line audio-video presentation. [Click here](#) to view and listen to the presentation. Make sure your speaker volume is not muted to hear the audio.

## Registering for Training Through cVent

Before registering for eSHARE training through cVENT there are a few things you need to be aware of that will determine how you register.

- What program/s do you support? (Ryan White or Prevention)
- Which contracts will you work with in eSHARE?
- What type of user will you be? (End User or Super User)

Within the two designated eSHARE programs there are mixes of contracts. Specific forms are accessible in eSHARE pertaining to specific contracts. Knowing which program you administer will better prepare you for eSHARE training. In addition this information must be provided into cVENT to enable the instructor to properly prepare the correct number of seats and ensure that you are attending the correct class.

eSHARE contains different forms for the mix of contracts reported into the system. What is accessible depends on the active contracts for each user agency.

## Updates

### Changes/Improvements

- CON – Partner Library
- CON – Anonymous Events
- SBH – Service Category & Forms
- Prevention – Intake options added
  - "No additional behavioral risk factors"
  - Employment status: Answer option changed from "Other" to "Other (specify)"
- Group Services – Renamed Description from AOD to "AOD (Substance Use)"
- Intake Assessment & Reassessment Forms - 'Unknown' and 'Declined' options removed from the Income, Insurance, and Housing Status questions
- eSHARE Resources Module – Intake Assessment and Reassessment forms updated

## IN THIS ISSUE

An Introduction to eSHARE	1
Registering for eSHARE Training Through cVent	1
Updates	1
eSHARE Tips	1-3
Monthly Stats 2012 – 2013	3
eSHARE Trainings for 2013	3

## Defects/Errors Fixed

- Error condition effecting Testing Services and Group Services Entry, saves and submits – Fix deployed 07/01/2013
- Anonymous Events error condition preventing data entry, saves and submissions. Fix deployed 07/09/2013
- PCSM save/submit error 07/29/2013

## eSHARE Tips

### eSHARE DOHMH Troubleshooters and Capturing Screenshots to Report eSHARE Issues

Screenshots of error messages or problem conditions provide invaluable information to eSHARE problem troubleshooters at the Department of Health & Mental Hygiene (DOHMH).

When you encounter an error using eSHARE, take a screenshot of the error. Be sure you obscure any clients' names present on the screen. Send the screenshot to the eSHARE troubleshooter applicable to the issue for a faster resolution.

A screenshot can tell someone a number of things, in addition to the error message encountered. Sometimes a screenshot will reveal messages or settings of which you are unaware. For example when Internet 9 was initially introduced and installed on many users' pcs, some users were not aware of the change. Internet Explorer 9 presents a very different look from Internet Explorer 8. When the screen print was viewed, we were able to determine the cause of the problem independently, though many users did not know their browser was updated. eSHARE troubleshooters were able to determine the change from the image presented. Similarly, screen zoom settings that can affect menu function are sometimes detectable from screenshots.

To capture a screenshot, maximize the view of eSHARE as best you can so other programs are not visible on your screen. Open your resident email program and compose a new message. Place your cursor into the text field. Navigate back to eSHARE. Press “Ctrl” and “Print Scrn/SysRq” simultaneously. Go back to your new email and select edit “Paste” or press “Ctrl” and “V” simultaneously. Add any supporting information that will assist the troubleshooter with determining the problem cause. The supporting information should be what action you took to arrive at the error condition.

Who are your eSHARE problem troubleshooters? Your Project Officer, the eSHARE Technical Assistant (TA) Coordinator, the eSHARE Tech Support Specialist and the DOHMH DIIT Helpdesk Analysts are all eSHARE troubleshooters.

Your Project Officer, in some cases also called a TA, is the individual that oversees programmatic (Ryan White or Prevention) concerns pertaining to the individual contracts held. eSHARE Tech Support is assigned to the service ticket created when you call the DOHMH DIIT helpdesk. The helpdesk analyst may be able to address a reported problem if it is related to desktop setup, DOHMH communications or NYC MED security access. If the analyst cannot address the problem it is turned over to the eSHARE Tech Support Analyst. The Tech Support Analyst addresses issues pertaining to server access and system software. The eSHARE TA Coordinator resolves eSHARE end-user procedure issues directly, coordinates with all internal DOHMH groups to resolve reported concerns and reports defects to application development to be prioritized and fixed later.

The eSHARE TA Coordinator is reached by e-mailing [eshareinfo@health.nyc.gov](mailto:eshareinfo@health.nyc.gov) or by calling (347) 396-7401.

### PCSM Research

In order for a DOHMH eSHARE Support team member to properly research a service entry lock-out due to PCSM requirements, you need to provide two very essential pieces of information to the DIIT Helpdesk or DOHMH eSHARE TA; the two pieces of information are the eSHARE Client System ID and the dates of service you would like to enter. If the issue is you entered a PCSM and service entry is blocked to a service date post PCSM form date, you need to confirm when you entered data into the actual form.

The eSHARE TA can find Enrollment Dates, Intake

Assessment Dates and PCSM form submission dates with an eSHARE Client System ID. Without the service dates you are attempting to enter, it is not possible to properly address PCSM error messages.

### Changing Enrollment Dates

Within eSHARE if you enter an enrollment date in error and the actual enrollment date is later, you cannot change the enrollment date to the later date. There is a business rule within eSHARE that prevents what are called “orphan” services/forms. An orphan service is created when you enter a service after initial enrollment dates, then you try to change the enrollment to a later date. Many argue that this rule should not apply if they discover that the enrollment date in question is incorrect and no services have been entered. The business rule was created to preserve the integrity of the eSHARE database. When eSHARE produces an error message this is by design.

If you enter an enrollment and you realize the date is incorrect because it should be a later date, immediately close the enrollment as a mistaken enrollment and re-open the enrollment with the proper date. If you enter an enrollment and the actual enrollment date should be earlier, simply edit the enrollment and change the open date to the earlier date.



### What's in a Name?

**Recording client names correctly in eSHARE is important!**

It helps your agency locate clients in the system more easily and it facilitates de-duplication of clients for analysis purposes and reporting to our Federal funder, HRSA.

For your Ryan White Services Report (RSR) client-level data, an encrypted Unique Client Identifier (eUCI) is included for each client. This identifier is generated from an algorithm drawing on gender, date of birth and first and third characters of last and first names. Because client-level data sent to HRSA do not include names or dates of birth, HRSA relies on the eUCI to associate data that belong to the same client across multiple providers and therefore provide unduplicated client counts.

Using pseudonyms, nicknames, initials, or any other incomplete or disguised entry for a client's first or last name can cause different clients to be mistaken

for each other, and can also cause one client served in different programs to appear as multiple clients (fragmenting the client’s history).

*Please therefore make every effort to record the client’s full first and last name in the eSHARE Client Demographics form.*

HRSA recommends recording a client’s legal name from 1) name as it appears on driver license, 2) name as it appears on primary insurance card, 3) name as it appears on any other legal identification, including passport or ID from country of origin. *Seeing the client’s name in written form also reduces spelling errors.*

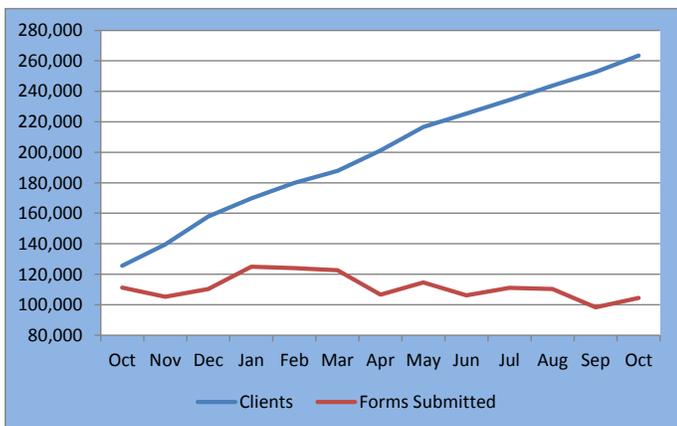
You may record nicknames in ‘Alias’ fields and any ‘suffix’ (e.g., Junior), in the ‘Suffix Information’ field. These fields will not be used to create the eUCI, but can help your agency with mailings and addressing the client in the way he/she wants.

*Reminder: Security measures built into the AIRS and eSHARE reporting systems, along with further security protocols observed by NYC DOHMH, WC DOH and PHS personnel authorized to view Ryan White Part A and MAI client data, protect the confidentiality of client data, including (but not limited to) names and other identifiers.*

*If you have concerns or questions, please contact the eSHARE Help Desk at 1-888-692-6339 or at [eshareinfo@health.nyc.gov](mailto:eshareinfo@health.nyc.gov).*

## Monthly Statistics

**Monthly statistics** represent the number of forms submitted each month and the total number of clients in the eSHARE database. The number of clients contains duplicates where an individual may be enrolled in different programs.



2012 - 2013

## eSHARE Training 2013

Remember: To register for eSHARE trainings, please access this link <http://www.cvent.com/d/7cqct1>



The schedule listed below corresponds to the training sessions available within cVENT.

### Training Schedule

November -

Wednesday 11/20 - (Prevention) End User 10:00AM  
Wednesday 11/27 - Super User 10:00AM

December -

Tuesday 12/10 - (Ryan White) End User 10:00AM  
Wednesday 12/18 - (Prevention) End User 10:00AM



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