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Message from the Bureau

The EI-Hub Project Team continues to assess dates to launch the EI-Hub, and we will announce that decision as soon as it is available. There are many variables to weigh, and we have received a lot of insightful feedback from the community on things you saw during the EI-Hub Live Sessions and Transition Series. We are currently working to make sure that we can accommodate as much of your input as possible when we launch the first iteration of the EI-Hub. Identifying a new go-live date has required us to be thoughtful about the stability of NYEIS and the addition of new functionality in the EI-Hub.

In addition to discussions about features, functionality, and timing, the Project Team has been developing training resources including infographics, eLearning Modules, and job aids. These materials are geared at helping users prepare for the transition, learn the EI-Hub ahead of the system launch, and answer questions that may arise once people begin using the system. Resources will continue to be posted on the EI-Hub Learning Management System (LMS) as they become available. Once a date is identified, role-based training webinars will be scheduled and announced. In the meantime, the Bureau will be hosting ad-hoc transition series webinars covering specific topics and questions. You can register for the upcoming session on Service Logging, Service Logs, and Session Notes by following the link below.

August 3, 2022, EI-Hub Transition Series Webinar: Service Logging, Service Logs, and Session Notes Registration

Check the LMS regularly as new items will be posted frequently between now and the EI-Hub launch. All EI-Hub Live Session Demonstration and Transition Series recordings are currently available and new Frequently Asked Questions continue to be added. To access the LMS and see all the training materials available to date, click here.

Raymond Pierce
Director, Bureau of Early Intervention

Do you have questions on the EI-Hub solution or any information in the Hub Club? If so, don't hesitate to get in touch with EIHub@health.ny.gov with your questions.

Featured Feature: EI-Hub Sandbox

On July 14, the Bureau and PCG announced the release of a Sandbox Participation Survey to all NYEIS and EI-Billing users. This survey is seeking volunteers for the opportunity to explore the EI-Hub system functionality. The survey officially closes on July 25, so please be sure to complete the survey if you are interested (see link below).

EI-Hub Sandbox Survey (alchemer.com)

What is the Sandbox?

The EI-Hub Sandbox is a training environment that has been launched to provide end-users with hands-on experience in the EI-Hub before the system launches.

- The EI-Hub sandbox exists is a secure environment that is behind the Health Commerce System (HCS) firewall (same location as NYEIS).
- Although the Sandbox is protected by the security of HCS, the data entered in the Sandbox will not include actual child information. Any data that users add to the Sandbox must not include any personally identifiable information (PII) or protected health information (PHI).
- The Sandbox has most of the same functionality that will be available when the EI-Hub goes live, apart from a few functional tools that are still being finalized.

Who can access the Sandbox?

The EI-Hub Sandbox is available to all EI-Hub users who completes the Sandbox Participation Survey. This includes current NYEIS users as well as EI-Billing users or program staff and providers who do not currently utilize NYEIS but expect to use the EI-Hub when it launches.

Reminders:

- EI-Billing is being moved behind the HCS firewall and will be integrated with the EI-Hub case management system. All EI-Billing users will need HCS credentials.
- EI-Hub will have expanded functionality and access for agency administrators to manage their rosters and role assignments for their employees. The Sandbox is a good opportunity to explore the system functionality as you prepare to assign roles to your employees and contractors when the EI-Hub goes live.

How will Sandbox users access the Sandbox and how will it work?

The EI-Hub Project Team wants to make sure that sandbox users have as close an experience to using the actual EI-Hub case management experience as possible. The Project Team will do this by establishing cohorts or teams of users to collaborate on moving a child record through the EI-Hub. Cohort members will be able to move a test child through the EI-Hub, similar to the path a family takes in the EI program including the various hand offs within the system and the coordination needed outside of the system as a child makes their way from referral to evaluation and services, and through transition and exit.

Cohorts will be led by the Municipal User Role Administrators responsible for assigning roles to the various system users assigned to their cohort/group. Agency User Role Administrators will be able to assign system user roles to Sandbox participants from their agencies and manage these roles to add or change roles as needed.

Available User Role Resources include:

1. EI-Hub to NYEIS User Role Comparison Crosswalk
2. EI-Hub Case Management User Role Job Aid
3. EI-Hub User Role Configuration Infographic

Frequently Asked Questions (FAQs)

When will the EI-Hub go-live?

The EI-Hub Project Team is working to assess the new go-live date. The Project Team is considering stakeholder feedback, training needs, and transition preparations as the new date is determined. The Bureau anticipates announcing the new date in the coming weeks.

What if I missed the EI-Hub Sandbox Participation Survey?

Contact your agency or municipal contacts to find out how you can be involved. PCG and BEI will work with counties and agencies to support new Sandbox users gaining access.

What is the difference between Sandbox and User Acceptance Testing?

User Acceptance Testing, or UAT is part of the formal system development process to identify bugs or issues with the system design and development. This process includes a small number of system users who will walk through guided steps and report their findings to the Project Team.

The Sandbox allows any system user who wants to participate to access and walk through the EI-Hub system as they will when administering the program or providing services to children when the EI-Hub launches. The Sandbox experience is less structured, and feedback will be collected through a user experience survey. Sandbox participants may identify bugs or system issues and may also provide feedback on general system usability, make recommendations for future system enhancements or features, and provide feedback on training resources.

Remember, the EI-Hub launch will be the first iteration of the system. Development of the EI-Hub will continue based on regulatory changes, evolving program needs, and stakeholder feedback.

Upcoming Events

- **EI-Hub Transition Series: Service Logging, Service Logs, and Session Notes** – August 3, 2022: **Register Here**
- **EICC Meeting** – September 15, 2022

Key Transition Dates

- **Last day to submit new provider paper-based applications** – New Date TBA
- **Last day to submit amendments until after EI-Hub launch –** New Date TBA
- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **NYEIS Decommissioning –** 2-3 months after EI-Hub go-live
- **EI-Hub Go-Live** – New Date TBA

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