



The Hub Club

Your Source for **EI-Hub** Updates



Issue 20

December 8, 2021

In This Issue

- A Message from the Bureau
- Featured Feature
- Upcoming Events
- Key Transition Dates

Contact Us

EI-Hub Change Team
EIHub@health.ny.gov

Training Team
nyeitraining@pcgus.com

Message from the Bureau

Many of you may know, and I am happy to report that as of December 2, the Bureau of Early Intervention (BEI) has a new Bureau Director! Ray Pierce joins us with nearly two decades of experience in the human services field. Ray began his career providing direct services, including job coaching and service coordination, and continued to allow his passion for serving individuals with disabilities and their families to carry him into project and program administration roles, first at the New York State (NYS) Office for People with Developmental Disabilities and then with the New York State Education Department.

Ray's skills and experience will be a huge benefit to the Bureau, and I'm excited to see where the future brings us under his leadership. As we prepare for the next chapter of the NYS Early Intervention Program (EIP), I am sure all our providers and municipal partners will give Ray the warmest of welcomes at our upcoming EICC meeting on December 14.

Peter Baran

Assistant 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: Understanding User Roles

You've probably heard the EI-Hub Project Team reference user roles in the EI-Hub on more than one occasion. However, you may be wondering what we mean by user role and how it relates to the duties associated with your role or job in the EI program.

What is a User Role?

A user role is a way to define which parts of a system someone will have access to and what actions they can take in the system. The user role manages the user's system interactions and includes rules for what they can see or edit and functions they can perform. These rules are called

"permissions." Permissions are intended to grant a user access to the parts of the system and the functionality needed to meet the user's (your) system needs to perform EI program duties. Your initial EI-Hub user role will be based on your current

user role in NYEIS, but user roles can be changed and added by EI-Hub system "superusers" at each municipality or agency.

EI-Hub user roles will be migrated based on the role the user has in NYEIS but user roles can be changed and added by EI-Hub system superusers at each municipality or agency.

How Does a User Role Work?

EI-Hub user roles will determine what a user can do in the system. This may include access to specific pages to edit or view child records, log services, create or view service notes, create referrals, manage billing and claiming, edit agency or municipal rosters, and perform the many other needed functions to support the EIP. Each of these activities needs to be performed, but it isn't always the same person at a municipality or agency performing these tasks or entering them all into the system. User roles allow the system administrator at an agency or municipality to grant appropriate permissions for the work the person will be performing and, to an extent, prevent unneeded access to pages or functions. System administrators will be able to assign a role (or roles) to each individual instead of managing each permission separately.

How Will User Roles in the EI-Hub be Determined?

For the EI-Hub, the user roles are being pre-defined to align with program roles as much as possible. The Project Team has been working to understand EI program roles and what interactions people in that program role may have with the system. For example, the "Service Coordinator" user role is being developed in the EI-Hub to allow service coordinators (initial and ongoing) to perform their work in the EI-Hub, entering family and child information, developing Individualized Family Service Plans (IFSPs), requesting approval of service authorizations, and documenting notes and contacts with the family. These activities are critical to the EIP but specifically needed by people in the service coordinator role in the program. Similar roles related to Quality Assurance, Finance, Data Entry, EIO/D, Administration, and At Risk Management are also being developed based on program needs.

User roles are one of the ways the EI-Hub will keep data secure and maintain the accuracy of information in the system, limiting view and editing access to only the people who need it. Understanding that people in the EI program wear multiple hats and program activities are divided differently from agency to agency or county to county, the EI-Hub is seeking to provide flexibility by allowing users to have more than one role in the EI-Hub. Users will be able to move between their designated roles to access records or data and perform activities associated with that role.

Be on the lookout for additional information about EI-Hub user roles including comprehensive training materials and job aides, FAQs, and the EI-Hub User Role Infographic which will provide a high-level overview of what user roles will exist in the EI-Hub and how they compare to EI program job roles and NYEIS system user roles.

We hope that reviewing this upcoming document will give you more insight into what user roles in the EI-Hub will be and how they will relate to your role or roles in the program. Be on the look-out for more information on user roles in the Hub Club.

Upcoming Events

- **EICC Meeting** – December 14, 2021

Key Transition Dates

- **Transition of NYEIS to Read-Only** – Two weeks prior to EI-Hub go-live
- **EI-Hub Go-Live** – New 2022 Date to be Announced Shortly

