



## CAREWare for Healthy Start Q&A Session

September 1, 2020



# Agenda



Housekeeping & Ground Rules	Olivia Giordano, NICHQ
CAREWare Overview	Lina Barrett, DHSPS
CAREWare FAQs	Lina Barrett, DHSPS Matt Biewener, NICHQ
Q&A Session	All
Closing	Kenn Harris, NICHQ



# Meeting Logistics

## Please note the following:



- This session is being recorded, and will be archived for future viewing.



- All participants are muted upon entry. We ask that you remain muted to limit background noise.



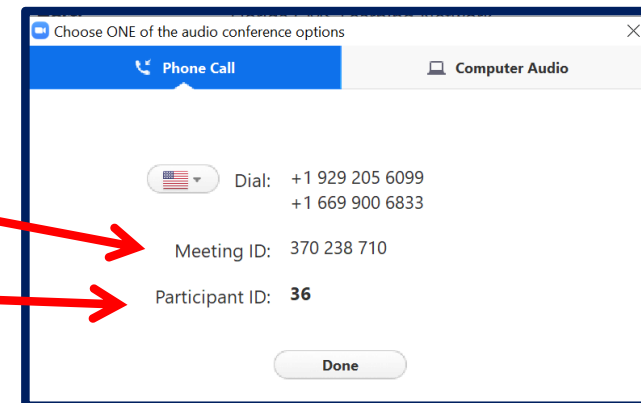
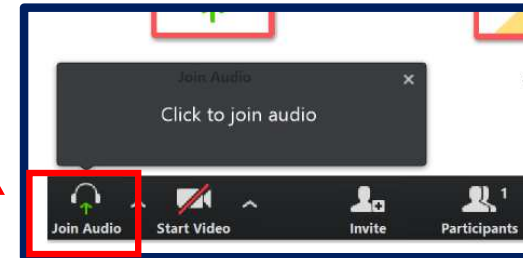
- Members are encouraged to participate in the discussion by typing your comment/asking questions using the chat box.

# Connecting to the Audio Conference



- Join Zoom Meeting by **clicking Zoom Meeting link** & launching the Zoom application
- An audio conference box will appear
  - If you do not see the box click the **'Join Audio' button**
- From the audio conference box: Select to **"Phone Call" or "Computer Audio"**
- If using the phone:
  - dial the number next to **"Dial"**
  - You will be prompted to enter the **"Meeting ID"**
  - Then you will be prompted to enter the **"Participant ID"**

**Join Zoom Meeting:**  
<https://zoom.us/j/237206404>



# Ways to Participate: Chat



Zoom Participant ID: 49 Meeting ID: 617-788-369

Talking:

Meeting Topic: Healthy Start Webinar  
Host: HS TA & Support Center  
Invitation URL: <https://zoom.us/j/617788369>  
Participant ID: 49

Zoom Group Chat

After you click the 'Chat' button, a sidebar will appear where you can chat to all participants

At the bottom of the Zoom window, you will see a 'Chat' button

Chat here to everyone!

Join Audio Start Video Invite Participants Share Chat Record Leave Meeting

To: Everyone  
Type message here...

The screenshot shows a Zoom meeting window. At the bottom, the 'Chat' button is highlighted with a red box. A red arrow points from this box to a 'Zoom Group Chat' sidebar on the right. Another red box highlights the 'Chat' button in the bottom toolbar, with a red arrow pointing to it from a text box. A third red box highlights the 'Zoom Group Chat' sidebar, with a red arrow pointing to it from another text box. The meeting details on the left include the topic 'Healthy Start Webinar', host 'HS TA & Support Center', and invitation URL.

# Q&A Ground Rules



- This is an opportunity to ask general/common questions about CAREWare
- We want this session to be useful for as many people as possible. If you have very specific questions, please reach out to us individually at [hshelp@jprog.com](mailto:hshelp@jprog.com)
- We will not be discussing HSMED or the Data Collection Forms today. If you have questions about HSMED or another topic, please save them and email them to [HealthyStartData@hrsa.gov](mailto:HealthyStartData@hrsa.gov)





# CAREWare Overview

Lina Barrett,  
Division of Healthy Start and  
Perinatal Services

# CAREWare for Healthy Start – Why?



**Resources & Support**



**Improve Data Quality**



# CAREWare is....



**No cost to grantees**



**A tested, long-term HRSA investment**



**Highly customizable**

# CAREWare for Healthy Start – Background



## Browser-based



## Canned & Custom Reports





# CAREWare Frequently Asked Questions

Lina Barrett, DHSPS  
Matt Biewener, NICHQ



# How do I login to CAREWare?



- To access CAREWare visit, <https://healthystart.jprog.net/careware/rs/index.htm>
- Visit the CAREWare page on EPIC to access:
  - Login link
  - CAREWare Overview
  - CAREWare FAQs
  - User Guide
  - User License Agreement

The screenshot shows the 'Healthy Start EPIC Center' website. At the top right, there are links for 'Request TA | Services | e-News | Contact Us' and a search bar. Below the header is a navigation menu with buttons for 'HEALTHY START', 'HS IMPLEMENTATION', 'TRAINING & EVENTS', 'RESOURCES', 'HS STAFF ROLES', and 'HS EPIC CENTER'. The main content area is titled 'CAREWare for Healthy Start' and includes a table of contents with links to 'CAREWare for Healthy Start', 'Data Collection Forms', 'Approaches', and 'Monitoring, Data, & Evaluation'. The 'CAREWare Overview' section contains a paragraph of text and a red-bordered box with instructions on how to access CAREWare. Below this is a section for 'CAREWare Training and Q&A Session'.

**CAREWare Overview**

On behalf of and in partnership with the Division of Healthy Start and Perinatal Services (DHSPS), the Healthy Start TA & Support Center at NICHQ is pleased to announce that CAREWare officially launched on Friday, August 14! CAREWare will be customized with the Healthy Start Data Collection Forms and the Monthly Aggregate Report Template, with additional features being rolled out in the coming weeks and months.

To access CAREWare, visit <https://healthystart.jprog.net/careware/rs/index.htm>. On Friday, August 14, all 101 Healthy Start Project Directors received an email with instructions for accessing CAREWare and a unique username and password. The email also contained links to (1) a CAREWare overview document; (2) a frequently asked questions about CAREWare document; (3) a CAREWare for HS User Guide; and (4) the CAREWare User License Agreement. If you did not receive the email, please contact [careware@healthystart.org](mailto:careware@healthystart.org).

**CAREWare Training and Q&A Session**

DHSPS and the TA & Support Center hosted a virtual training on CAREWare on **Tuesday, August 18 from 3-4 p.m. EST**. The training provides a walk-through of CAREWare, including information on accessing CAREWare; creating and managing user accounts; adding clients; creating records using the Healthy Start Data Collection Forms; and accessing the aggregate monthly report.



# How do I access my login information if I'm not a Project Director?



- Your Project Director will need to create your user account and assign the appropriate permissions
- Read Section 3 of the User Guide for instructions for creating/managing accounts and assigning permissions



## CAREWare User Guide for Healthy Start

Version 1.0

**Disclaimer:** This User Guide was designed to help Healthy Start Grantees access CAREWare and begin familiarizing themselves with the database. This is not a comprehensive training guide. On behalf of and in partnership with the Division of Healthy Start and Perinatal Services (DHSPS), the TA & Support Center will host a CAREWare for Healthy Start virtual training on Tuesday, August 18 from 3-4 p.m. EST. This training will be followed by a Q&A session on Tuesday, September 1 from 3-4 p.m. EST. Both the training and Q&A session will be recorded and posted to the Healthy Start EPIC website for future reference.

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# Will grantees need to execute any contracts to use CAREWare?



- No, a contract is not required to use CAREWare. An End User License Agreement is available for download from the Healthy Start EPIC website, <https://www.healthystartepic.org/healthy-start-implementation/careware-for-healthy-start/>.

## CAREWare for Healthy Start

CAREWare for Healthy Start

Data Collection Forms

Approaches

Monitoring, Data, & Evaluation

### CAREWare Overview

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# Are all required reports supported by CAREWare?



- Yes! The following are already built into CAREWare:
  - Monthly Aggregate Report Template
- In the coming months, the following will be supported by CAREWare:
  - Performance Report
  - Benchmarks Report

A screenshot of the CAREWare Reports menu. The title is "CAREWare Reports" with a gear icon. Below the title are five menu items, each with a button on the left and a description on the right:

Report Category	Description
Healthy Start Reports	Manage/Run Healthy Start Reports
Custom Reports	Run or manage custom reports
Performance Measures	Run or Manage Performance Measures
Client Data Reports	Run reports on client information
Administrative Reports	Administrative reports and options



# Will CAREWare feature any additional forms?

- Yes! The CAREWare for Healthy Start Workgroup is working in partnership with DHSPS and the TA & Support Center to develop additional modules for CAREWare. These modules will collect information related to:
  - Enrollment Information
  - Demographics
  - Family Information
  - Home Visitation/Case Notes
  - Screening/Assessments
  - Referrals/Services
  - Appointment Tracker
  - Health Information
  - General Case Management Information
  - Document Upload
  - Care Plan

# How will the aggregate report use the data from the DCFs?



- Grantees who choose to transition to CAREWare are responsible for entering Data Collection Forms to produce their monthly aggregate report. The monthly aggregate report tool will compile the required data from the Data Collection Forms and generate a completed Excel file that matches the aggregate report template.
- Each month, the grantee must send this report to the [HealthyStartData@hrsa.gov](mailto:HealthyStartData@hrsa.gov) mailbox and their Project Officer, to fulfill the monthly program reporting requirement.

# Does information entered into the Data Collection Forms auto-populate?



- Yes! Any information entered into the three Data Collection Forms will auto-populate in the other relevant fields in CAREWare.



# Will CAREWare have the ability in the future to import files from another case management system?



- CAREWare has limited functionality to import data from other systems. Options for importing Healthy Start Data Collection Form information from another system will be explored in the coming months.
- Each grantee is responsible for developing their approach to transitioning to CAREWare, which should include plans to meet program reporting requirements while transitioning.
- To better understand your options for importing data, contact [hshelp@jprog.com](mailto:hshelp@jprog.com).

# Can client-level data be exported so it can be imported into another database?



- Grantees can export any data they have entered into CAREWare, including client-level data entered into the three Healthy Start Data Collection Forms.

# What if I'm a grantee and I have two sub-grantees?



- The TA Center is developing an approach and guidance related to managing sub-grantees or sub-contractors at the grantee level. Briefly, these other sub-entities will be also be considered 'providers' in the system and will have their own users and clients—though permissions will roll up to the primary grantee and its administrative users.

## Can I use CAREWare for my other program?



- If you plan to use CAREware for Healthy Start, you may create custom forms to track other data/programs. That said, given the extent to which the data system has been customized for Healthy Start, it will likely not be useful for another program exclusively. Additionally, because CAREWare is supported through Healthy Start funds, it must support Healthy Start activities.





## Q&A





If you have any other questions, please email [careware@nichq.org](mailto:careware@nichq.org)



## Closing

Kenn Harris, NICHQ