Quick reference for CMHRP Supervisors during staffing changes:

1. As soon as possible (but no later than) within 7 days of any Pregnancy Care Manager and/or Pregnancy Care Management staffing change (new hire, vacancy, change in allocated FTE, etc.), complete the Staffing Information Report (survey gizmo) found in Section 5 of the CMHRP program manual (link provide below for easy reference).

   ➢ Once you enter and submit the new hire’s information, it begins the process for the new hire to receive CMHRP emails and updates. Also, it will generate an email to the new hire to provide them with a link to register for the Face to Face New Hire Orientation in Raleigh or Winston-Salem. Please complete the form thoroughly.

   ➢ For changes in staffing, question 23 on the Staffing Information Report is where you should clearly and concisely describe what the change is.

2. Please complete the “CMHRP Contingency Plan for Staff Absences or Vacancy” form all staff absences (planned and unplanned). The form is found for in Section 5 of the CMHRP program manual (link provide below for easy reference).

3. Please reference the CMHRP New Hire Orientation Checklist for your new hire’s training plan. The document is found at the link below and incorporates what your new hire needs to prepare them for working in this program.

   https://whb.ncpublichealth.com/provPart/pubmanbro.htm

   ➢ VH trainings are listed on the checklist. This pathway should also be helpful: OneLogin → Service Now → Knowledge Base → Training Resources → General Processes → Webinars → CCNC Navigation Page for VirtualHealth HELIOS Modules

4. Ask your new hire to save the above link to their favorites in their internet search engine as well as the OneLogin homepage. Google Chrome is the required search engine for VH and CI

5. The assigned VH Site Administrator (SA) listed for your county will need to request access to One Login/VH/CI for the new hire. If you are unsure who the SA is for your county, please reach out to your Regional Social Work Consultant. The CareImpact User Request Form and VH Care Manager New User Request Form are located in Knowledge base under “Forms” OneLogin → Service Now → Knowledge Base → Forms

   ➢ When requesting access for CI and VH the site administrator must submit a request form for each platform in order to be granted access. Requests can be made by the site administrator submitting a ticket or by the site administrator emailing Support@communitycarenc.org.

   ➢ Please ensure the SA for your county submits a support ticket or email Support@communitycarenc.org to notify them of staff departures in order to removed them from OneLogin/CI/VH access.