Hospital Association Cooperative Agreement Accountability and Management Platform (CAAMP) Training – Option #2

February 26, 2020
Event Transcript

00:00:02.550 --> 00:00:05.790
Missy Hyatt: Alright, well, I've got one after the top of the hour. Thanks so much for joining everyone. My name is Missy Hyatt, and I'm a contractor supporting the National Healthcare Preparedness Programs, supporting the CAAMP platform. And today I'm joined by a few of my colleagues who will be on hand to both answer questions and also do a walk through and training of the CAAMP platform. We're also joined by Jennifer Hannah, deputy director of NHPP, who will also be on hand to answer any questions you have. We are really excited to finally be able to open up the CAAMP platform to you all, and really appreciate everyone's patience with the process. As we get into the training today, please do feel free to ask any questions you may have using the chat feature. We'll monitor that and can answer along the way. Also do feel free to unmute yourself to ask questions verbally. We will also hopefully save a few minutes at the end for Q&A. We also want to acknowledge that we probably won't be able to cover every fine detail of the platform in an hour, so we will be, over the next couple of weeks, scheduling some office hour sessions where you can dial into those. We can screen share. You can have an opportunity to ask questions and get one on one help. And we'll also be showing you some slides at the end with information on ways to contact us directly via email, and through that, we can answer questions offline and set up some one-on-one time as needed. We'll be sending out these slides following the meeting, as well as a recording of the session and transcript.

I'm going to get right into it here. I wanted to quickly recap the CAAMP platform, or as the acronym stands for, the Cooperative Agreement Accountability and Management Platform. Of course, a primary feature of it is the ability for you all as hospital recipients to enter in required data for performance measures reporting, both at the mid-year point and end-of-year point. But as you can see here, there are some great features and benefits that hopefully will allow you to engage with for your project officers and other fellow recipients.

Here's a list of the platform's overall key features. Today we're going to train on the ones that you see here circled in green. Features like the resources, which is a catalog of links to pertinent resources that are relevant to the cooperative agreement, and the calendar which is pretty straightforward - we're not going to cover those today. We're really going to be digging into the key features that are going to be most pertinent, at least the first bit of time using the system. And this is built on Salesforce—I'm sorry I didn't mention that at the get go—but it's a really intuitive system. And beyond the training, I think, just getting in there and playing around with it will hopefully give you some familiarity to these key features.

00:03:45.270 --> 00:03:57.780
Missy Hyatt: Okay, before we get into it, I'm going to turn it over to Madeline in a couple minutes, but I did want to go over a couple very foundational signing into the system type of things. There are some web browser preferences to go over. Again, this is built on Salesforce. Salesforce works best when using Google Chrome. I use it on Microsoft Edge, and I find that it works fine that way. it does not work reliably with Internet Explorer, so keep that in mind, as you users sign in and start using the platform.

A couple of things on first signing in. So early next week (Monday evening, early Tuesday), we will load users into the platform. We're going to be using the list that we gathered from you all.

It's probably been months at this point. We're going to use that initial list. If you do have changes to individuals that you initially sent us, you can email Kate Gorbach. She'll put her email in the chat here. We'll also send out some communications after today. But those users and those associated emails and contact information will be loaded into the platform and that's going to trigger a few things happening - namely emails to be sent to those users (two per hospital association). And what the first email is going to allow you to do is to click this link here and create a unique password and security question and answer. It's really important to note that the link expires within 24 hours, so we ask that you're prompt in setting up your account. It's a really, really quick, two-minute process to do that. So hopefully you all are able to do that. If you miss the 24-hour window, don't worry we'll be able to help you along. You can click the link and follow another set of steps, which is also really easy. But we encourage you to, if at all possible, click that link within 24 hours. And you'll also go through a process of setting up two-factor authentication. I will walk you through setting up two-factor momentarily. The second email that you'll get is really just for awareness. What it will say is that you are now a member of a regionally based group depending on what hospital association you belong to. And you don't have to take action on that email; it's just for awareness only. Okay. This, by the way, what you see on the top right here is the window, is what you'll see upon clicking that link that I showed you on the previous slide. Really super simple interface. Again, should only take you about two minutes to do.

00:07:13.620 --> 00:07:26.370
Missy Hyatt: Another note on two-factor, before I get into the steps on the next slide, this is an extra security requirement that HHS requires. So some of you may be familiar with two-factor. It is, as its name suggests, a two-step authentication process that requires something that you know, like your password, and then something you have, like a phone where you can get code or pin. Salesforce integrates with third party apps like Microsoft and Google, as you can see here, but it also has its own app. And what we'll be showing you in the next couple slides is steps to download and set up the Salesforce Authentication app. But setting up Microsoft or Google is pretty much the same thing. And we'll send instructions on that, after the call today. This, by the way, is the link that you should use to log into the system and would recommend if you can bookmark it so you can keep it top of mind.

Setting up the Salesforce Authenticator app. Just like you would any other app that you use, like a game or something on your phone, you go to the Apple Store or Google Play, and you can search. In this case Salesforce Authenticator and also Google Authenticator and Microsoft Authenticator if you wish to use those. And you download it. These are free, widely used, and highly secure apps. The next step is on your computer screen. You go to that link, the CAAMP login screen, and you're going to enter your username and password. And for the first time in this setup process you're going to see a setup screen that displays. What will happen on your phone is that you will be asked to add your mobile number you're going to receive a verification text that makes sure that Salesforce Authenticator knows what mobile phone you're using. So it's really just a verification process. Within the app, then it's going to ask you to add an account. And what this will do when you click this button here is it will show you a two-word phrase. And what you do is just type in elegant police (in this case) into your computer login screen (into that setup interface) and click connect. And then you do the same thing on your phone. The app will prompt you and you hit connect again. And that essentially will be f the handshake between the CAAMP login screen on your computer and the Salesforce Authenticator app on your phone. I know that sounds a little complex, and it seems harder than it is written out. I would recommend and encourage you all to watch this very, very short clip if it doesn't make sense, starting at two minutes and 22 seconds. It is a really simple process, and again, the Microsoft and Google process is fairly similar to set up. So what that looks like –

let me show you really quickly. I'll share a different screen. When you go to login again. I'm going to log in, this is the Salesforce login screen. I have my username. my password, and I'm going to log in here. I've already set up to two-factor. What that asked me to do on that screen was to check my authentication app. It sent me a push notification. I hit approve, and then I'm automatically logged into the system. So with Salesforce, it's really seamless. There's no pin code that I need to type, extra pin code, that I need to retrieve and type in. I think with Google or Microsoft, you might need to enter in a pin, but in either case, it's pretty seamless.

So I'm going to stop there. I know I've seen a few questions come into the chat. Any questions that we need to address before we move on? Okay. All right, great. Well then, let's get right into the demo. So actually I will stop sharing here, and I'm going to turn it over to my colleague, Madeline, who is going to start sharing her screen and get right into the platform. And again would encourage you all to use the chat to ask questions and feel free to unmute yourself to ask any questions, as well as we go along. Madeline, go ahead.

00:13:12.840 --> 00:13:22.890
Madeline Ann Weiland: Hey, everyone. Thanks, Missy. So I'll be walking through the platform today, and as Missy mentioned, we're just going to be hitting on the key highlights and just really hope that as you get into the system and are able to explore it for yourself, you'll have a better understanding of how some of these key features integrate with one another and just the full functionality of the CAAMP system.

This is the home landing page. So this is the first thing you'll see when you successfully login. And it really is the center for you to be able to access everything in the system and see a high level overview of updates of all the materials. You have these tiles, which are key resource categories. So we have resources in the system that allows you to quickly see some of the key areas and access training resources which will show you what your peers are looking at as well. And you'll also have this announcement section here, which this will be dynamic and changing based off of new announcements that we want you to be aware of. So you see, for example, right here we have the mid-year report due. And so that will be how you can quickly gauge that information. The next section within this homepage module is the feed, and this allows you to see updates to different discussion areas or technical assistance requests and some other items. And I'll be pointing out as we go through the system, how you can opt-in to getting some of these notifications or what triggers updates in this area. And then the third section will be internal discussion, and this is a place where you're able to get in contact with your FPO. And it's on a private basis, so the only people who will see these messages are you and the other user from your hospital association, so it allows you to just have a quick back and forth conversation for something that might not warrant a technical assistance request. But just being able to have that private communication - having it centralized on this platform - so it can be a one-stop shop for you. This top navigation bar holds the key features of the system. Did you just leave my screen? I think my Zoom is having a quick problem.

00:15:55.650 --> 00:15:57.030
Missy Hyatt: Yeah, we did, Madeline.

00:16:04.890 --> 00:16:12.690
Madeline Ann Weiland: I'm back up now. Okay. Perfect. Sorry about that. So as I was saying, this top navigation bar is how you're able to access all the key areas in the system. This will be always on top here no matter what page you are on so you can always get back to this homepage with this home icon or any of the other items in the system. And then finally there's this global search bar at the top, and this is always there as well, and so you can type in

whatever you're searching for and it will quickly go through everything in the system and sort results by the different key features. So hopefully that will help you to find what you're looking for if you're not able to use the other navigational features. That is a high overview of how the platform is set up, and then I'll dive into account management if there's nothing else to address in the chat.

00:17:04.620 --> 00:17:09.030
Missy Hyatt: Yes, nothing. I'm seeing any questions on the homepage before we move on. Okay.

00:17:14.880 --> 00:17:20.940
Madeline Ann Weiland: All right, so all your account management information is kept in this account info category on the navigation bar. And all of this information has connections and dependencies, and it allows you to easily navigate into the information that you're looking for. Each hospital association has their award information, and some of the key things to point out with this is that each award has an assigned lead project officer. This assignment has connections to the technical assistance requests, so it's this assignment that allows us to make sure that you're a PO sees your technical assistance request and is able to serve you. And then we also have listed the grants management specialist so you have awareness of that contact. And you can get their contact information in the resource section. We have a point of contact folder within that, and there's a grants management specialist directory so that allows you to see the information about your award and get in contact with the proper channels.

Then we have accounts. So you will, and this is true throughout the system, there's privacy settings to ensure that your data is secure and private and the other hospital associations aren't seeing all of your information, so you will only have access to the information for your account and then all of your sub-recipients. And the sub-recipients are not going to be users of the system so that they will not be logging in. But we have this information for your records. When that time comes for end-of-year, we have some features in place that allow you to collect information from them through the system even without them ever having to login. So you will see your account and your sub-recipients and then you'll be able to view those from your account page.

We similarly have contacts. You can look up your sub-recipient contacts or see all the contacts tied to the account. Something that's important to note here is that you won't be able to edit your recipient-level contact information, and that is because each of the two contacts for the hospital associations are tied to an account. There's some behind the scenes things that go on to ensure we have the login licenses and all that information stored. So if there's a need to change who the points of contact are, you're able to do that by submitting a technical assistance request, and we have the ability to initiate that directly from the contact page. You can create new sub-recipient information. We know that some of the hospital associations have a lot of sub-recipients, and those points of contact might change more often. We want the ability for you to edit that information and add the appropriate people. So, hopefully, you can see, all this information is connected. You can go back to what account they're from and see the related information about what contacts you have tied to those. Are there any questions about the account management features or anything missing you'd want to see?

00:21:04.290 --> 00:21:09.060
Missy Hyatt: It doesn't look like anything from the chat. I did want to underscore what you said, Madeline, around what you as a hospital association recipient can see again. For privacy and security measures, you will only be able to see your specific hospital association award, account

and associated contact information, whether that's at the recipient or sub-recipient level. And that really goes throughout all of the platform. So performance measures, really everything. is very tightly locked down to protect hospital associations' contact information and data. We will go over the collaboration site, which is a more open feature of the site for broader base sharing.

00:22:02.850 --> 00:22:03.720
JWilgis-FHA: John Wilgis from Florida. Hey, can down the road, can you add a recipient, along with their contacts?

00:22:13.800 --> 00:22:14.820
Missy Hyatt: So you can. You can add a recipient, as long as it stays within the two per hospital association, because we are limiting at this moment to having two.

00:22:34.260 --> 00:22:37.740
JWilgis-FHA: I'm sorry, I meant sub-recipient. I'm sorry.

00:22:37.920 --> 00:22:39.000
Missy Hyatt: Oh sorry. Yes. Absolutely, yes. At any time, you can add sub-recipient information and/or edit yes.

00:22:49.770 --> 00:22:51.600
JWilgis-FHA: Thank you.

00:22:53.700 --> 00:22:54.450
Missy Hyatt: You're welcome. Amy's asking if sub-recipients can be broken down by tranche one or two. We don't have that feature called out in the account info. There is a related question though in our performance measures, which we'll get to in terms of who was funded when. But we don't have from a contract perspective. I'm wondering, though, Madeline, if there's a way—like a notes feature—for recipients to add notes or anything. Well, we'll check into that.

And then I'm seeing somebody asked about technical assistance, and we'll get to that in a second. Yes, nothing is really off limits. In the other way, too, we're not under the impression that this should or could be the only way that you raise your hand for help and understand that there will be some questions that are more easily addressed by phone and calling your project officer. So we will, see the use evolve over time. And grants management questions should continue to be directed to your FPO and to grants management. So let's just for the sake of time, Madeleine, let's move on to performance measures, because I think that's a topic that we definitely want to spend a bit of time on.

00:24:47.670 --> 00:24:58.410
Madeline Ann Weiland: Sure, so the performance measures section, once again, is on the top navigation bar and currently we just have recipient-level measures listed here. But the sub-recipient level measures will be available when the time comes for year-end performance measures. We didn't want that to be a source of confusion for the mid-term. You will not, unlike the account and contact screens, see any items when you first come to the screen. Don't worry that is completely correct. You will come the new recipient measures to create your report. So you will enter your account. The year will be automatically selected for you. and then you'll select mid-year. If you try to select the end-of-year, it won't create that report, so it'll be your reminder to select the correct report type. And then, once you do this, it opens the form. It's important to note that we do have a measure in place so that you can't create a duplicate form. That's to prevent you from beginning one form and then creating another and having edit on

both. So this will allow all the changes to be made in one location, and then both the users of the hospital association will be able to access the same form. So you'll be able to work on that collaboratively and see each other's edits in real time and allow other people's eyes to be on the form.

You can also see that, on this page, there's a status bar at the top. So this shows you the three different steps in the process. When you create the form the first time you'll have a status of new. As soon as you make any edits will change to in progress. And then, once you submit, it will be marked as completed. And there's nothing you need to worry about doing with that. It's just a visual representation for you of where you are in the process.

When you want to begin answering the questions, you'll hit this edit button and then that will open the form for you. There are different sections of questions. We have the administrative efficiencies and then the training measures. Both of these are the required section. And then you'll also be able to access the optional questions which are a longer series of questions but are not required for submission. Although I am sure, answering these would be much appreciated. You'll see that there's different types of questions on the form. The first are drop down menus, and we have conditional questions based on how you answer. So if you answer yes, there's no further action needed. If you answer no, you'll be prompted to complete the follow up question. In the second question section, we have a different type of question. This is a multi-select answer question. So you'll be able to choose all the answers that apply to you. And then there's an option for other for any needs that aren't listed. And if you choose that, you'll be prompted to specify that answer. You'll see that all these required questions appear in red if you don't answer them. But you will be able to save the form without completing all those. So you are able to come back and continue working and save that progress where you are. However, you will be prompted to answer all those questions before you submit your final answer. I'm just going to fill those out. So let me submit. And now, once you submit, you will not be able to edit the form any further. The screen will refresh; it will show it's completed and that edit button will be gone. If you would need changes to be made, then you would need to contact your project officer, and they'll be able to reopen the form for you. This is just important to note, because if you maybe want to answer those optional questions or come back to do so, then the proper action would be to save instead of submitting because submitting is your final send-off of the form once you are finished with all of your answers. And all of these forms will be kept in this performance measure landing page. You'll be able to see the status and information about who modified it last and on what date and time. So hopefully that will help in working with the other contact from your hospital association and getting these forms completed. And this will also be an ongoing record of these form, and you'll be able to sort by mid-year and end-of-year as the forms continue. Are there any questions?

00:30:10.200 --> 00:30:20.220
Sara Bloom: Yes, I have a question. This is Sarah bloom from Alaska. Do you have to do this for each sub-recipient, or is it a combined report for all the sub-recipients?

00:30:21.960 --> 00:30:35.550
Missy Hyatt: So, what Madeline just showed you is the report for mid-year, and that's just at the recipient-level. So don't have to fill out one of these for each of your sub-recipients. At the end-of-year reporting process and time period, that's when you'll complete a form that looks pretty similar, different questions, a little bit longer at the recipient-level. And then that's also when we will need you all to collect information at the sub-recipient level as well. And for that we've got two methods for you to collect sub-recipient data. This platform has a really nice feature for you, if you wish, to send out a data collection form that looks very similar to the interface you just saw

to each of your sub-recipients. They can then input that data directly and that information will be brought back into the system for you to verify. If you don’t want to do that for all, or some, or none of your sub-recipients, then you could fill out the form on their behalf directly. But for mid-year, you only have to do one and that's at the recipient level. Hopefully that answers your question. And we'll we will do a separate session on end-of-year measures closer to that time period.

00:32:03.570 --> 00:32:21.990
Missy Hyatt: As I'm talking about it, a note on dates. And we will send these dates out following this call and send reminders. For mid-year, the reporting deadline is April 12. We’ll have a ticker at the top of the mid-year screen that reminds you that you should answer your mid-year reporting questions as you would in mid-year timeframe. We absolutely know that we are delayed in getting this out. So, the reporting deadline for mid-year is April 12. We have a little bit of a lag in timing for end-of-year reporting and that will open June 1 and those reports will be due July 30. Okay.

00:33:17.400 --> 00:33:26.130
Missy Hyatt: Yeah, thanks, Kate for putting that in the box. We will write all of this out, send many reminders and can help you along the way.

00:33:26.760 --> 00:33:28.890
Dean Higgins: And this is Dean Higgins from Kentucky. Can you hear me?

00:33:29.430 --> 00:33:29.880
Missy Hyatt: I can.

00:33:30.480 --> 00:33:31.680
Dean Higgins: So it's sounding like for the mid-year report –I don't know if I have all the questions in front of me – but it's sounding like you should not require any type of querying or data collection from our hospitals. We should be able to answer all.

00:33:43.710 --> 00:33:45.900
Missy Hyatt: You should. That's right, yes. Madeline, if you want to just keep open the form. Again, I just want to just show people that really there are five required questions in administrative efficiencies and training measures buckets. There's a longer set of optional questions that Madeline showed you down below. Again, we would love to get some of this information from you in terms of success stories that you all have, success stories that maybe you're hearing from your sub-recipients But no, it wouldn't require any sort of really broad reach out to your sub recipients. And you really only have to answer those five in order to submit.

00:34:37.920 --> 00:34:38.760
Dean Higgins: Yeah, that's great.

00:34:38.970 --> 00:34:43.680
Missy Hyatt: So should be really a pretty quick process by the 12th of April.

00:34:44.520 --> 00:34:51.810
Dean Higgins: Perfect; thank you. And then a quick follow up question for the end-of year report where we do need collect data from sub-recipients. That I knew there was kind of a list of all those performance measures that were shared in prior calls and presentations. Just to help

us kind of prepare hospitals for that reporting, should we refer back to that earlier list, or is there a more updated sub-recipient reporting list that we should be sharing for the end of year?

00:35:12.390 --> 00:35:32.970
Missy Hyatt: The questions have not changed, so you could absolutely refer back to the document that's on phe.gov. and we'll have that link. Actually it's in here under resources and we will link it in communications as well. But yeah, the questions have not changed. That's connected actually to Karen's question around the printable view as well. If you could show the printable view, Madeleine. Just click on that. This will just show you can print this out if you wanted to send the questions to someone, you could absolutely do this. But it does print as a PDF. We understand that this might not be as helpful. What we're working on for mid-year and what will be available by early next week in the resources section is a editable version of mid-year questions. And we'll do the same for end of year, so that if you wanted to share a you send out the document to your counterparts that aren't users of the system for them to answer questions to collect.

00:36:42.090 --> 00:36:46.260
Missy Hyatt: Okay, any other questions about performance measures? Okay. Alright, so then let's move on to technical assistance, Madeline.

00:37:01.200 --> 00:37:14.940
Madeline Ann Weiland: The technical assistance is once again on the top navigation bar and to initiate a request, just like the other request button, it will take you to the request creation form. These first three fields that you'll fill out are all related to that account management information that we talked about at the beginning. The technical assistance, like all those other kind of items we are talking about in the system are viewable just by the other user of your hospital association so that's why we first had the account level information with the recipient account and the award. But then we also have the contact name, so that we're able to keep track of who submitted it and help with the direct communication and responding to those technical assistance requests. So you'll put in your account and your award. You might have to begin typing the first three or four characters of these items and exactly how they appear in the system. These are available from the account management section, but once you've typed them in a few times, the system will begin to remember them, and you'll just be able to click to easily pull in that information. And once again, you'll only have the ability to enter information from your account and not from another hospital association. So then, select a category and then put in your subject and description. The subject is the shorter description of what you need and then the description. But as you type in the subject or description field, this section on the right is going to filter down. So if I was typing in 'checklist', for example, all of these resources would change to items that matched for that keyword checklist. So, hope if there's some resource in the system that will answer your question, you'll be able to quickly use this as a self-help resource, instead of having to wait for a response.

Once you complete the form and hit submit, this technical assistance will be re-routed to your assigned project officer. That is assigned by the region, and they will immediately get an email that you submitted a question and be prompted to come respond to it. You're able to access the details of that technical assistance, and you'll be able to keep track of the status and the summary that ends up being provided. And you can also get in touch directly with your project officer to keep tabs on the request and submit any follow up details, questions, or concerns. You'll be able to post those, and they'll be notified of that information. But it's all kept centralized on this one page. They will also be able to post any notes from phone calls or any file that needs to be communicated with regard to your requests. So you'll be able to access and see all that communication directly from here. And then these updates would also appear in the feed on the homepage if you created the case. And then, if you wanted to keep tabs on the case created by the other user from your association, you can hit this follow button and that will allow those updates to appear for you there as well. That just prevents you from having to come to the actual case if an update has been made. And then, if you are on the landing page, you'll able to view all the open technical assistance for your hospital association, as well as a historical record of all the closed ones.

Once the case has been closed by the project officer, you will get an email notification that it's been closed, and you'll be able to view it and post any follow up questions that are needed. Are there any questions?

00:41:48.060 --> 00:41:50.340
Missy Hyatt: I am not seeing any come through here at the moment. I think related to the earlier question: there's a broad array of the of the types of issues that you can use this for. But also, we're understanding of the fact that it may be easier for you to pick up the phone, in some cases. I know that TA page looks like a lot, but I think, getting in and hitting that new TA request button and exploring a bit will help you in understanding functionality. If there are no other questions, why don't we move to the collaboration site?

00:42:59.910 --> 00:43:11.400
Madeline Ann Weiland: Yes, sounds good. So there's a couple different collaboration methods that we have that are a little broader than posting on the technical assistance or posting directly to your project officer – those things that are more private. This community collaboration page is open to all of the hospital association users so everyone will have access to view everything on this page and to make comments and have back and forth discussion about any of those broader topics. When you come to this page, you will have access to it automatically. But if you want to opt-in to seeing those updates on the homepage or to getting emails that give a digest of the activity, then you will need to hit the 'join' button to join the group. And then once you do that, you'll be able to change how often you receive an email digest. That can be changed at any point as well. But you'll have access to it, whether or not you, you click that join button. And it's just a matter of defining how much you want to receive notifications about some of the activities, since it's a wider range of people in this group.

And then there's also some smaller collaboration built in. All users will be automatically added to a regional group. We showed you how you'll get an email for awareness of that when you are first entered into the system. This will be all of the hospital association users tied to the region. And then the project officers assigned to that region will be in this group as well. So this looks very similar to the collaboration group, it's just for smaller collaboration that's specific to a region. And all of these groups have the ability to create a new post, comment on other people's posts, upload files and to share all those different ways.

And then the last thing that will be here will be the ability to go to active groups and see if there's any other groups in the system. So currently there aren't any. But project officers will be able to create topic-based groups or special interest groups so they might make you aware of some of those and request that you join them or give that option so you'll be able to opt-in to those groups as those come up. And so, these are just some of the collaboration methods that involve more people and just allow a greater sharing and the ability to provide feedback.

00:45:59.160 --> 00:46:05.730

Missy Hyatt: I haven't seen any questions come in through the chat, Madeline. But would you go back to open up one of those sites? Again, it's very similar to any kind of social media site that you might use in terms of your ability to post certain comments, like a comment, comment on a comment. There's a poll feature here, if you want to get feedback from your fellow recipients or the larger community to include ASPR as well. I think we will expect ASPR to be using this functionality to get bits of feedback from you all, in addition to the other methods that they use like recurring calls. But I wanted to underscore Madeline's point around that large community collaboration, which we're looking at, is for those conversations that you want everybody to be seeing because it's an it's an open site versus maybe a particular issue that you want to collaborate with just your project officer on. Any questions that folks have on our collaboration spaces? Great. I'm going to share a couple of additional slides and leave time for questions, but did anyone want to go back to see anything before she stopped sharing? Okay. Well, thanks Madeline. I appreciate you walking us through that.

I'm going to go ahead and share my screen again and take us through a couple of additional slides here to wrap in the next couple minutes. Here a checklist of some key things to do. Of course, we need you to sign in for the first time. We went through that in the initial part of the call, and that includes clicking on that link that you'll get in email and creating a new password. Downloading the authentication app of your choice and setting up two-factor authentication. And once you do get in, would encourage you to just start exploring the site. What we didn't go through today was that resources section. It's very simple, straightforward interface looks very much like a topic catalog that you can click on and see resources – most of which are going to be links that take you outside of this platform to sites like TRACIE. Would encourage you to explore the collaboration groups as well. Also begin to look at your recipient account and contact info to make sure that that's correct and if there are changes that need to be made. You can do that at the recipient level.

How to ask for help. So I teed this up in the beginning. You may need help in the coming weeks with logging in, navigating the system. You potentially might get locked out, or need help if you have trouble setting up. Not to worry. There are plenty of ways that we can help. We will be sending out a user manual. You'll get these slides, which I think will be helpful. We talked about dropping in for office hours sending and then you can also email us directly either kgorbach@deloitte.com or hpp@hhs.gov email. And we'll respond that way. Of course you're not limited to these. We're happy to address any questions you have.

And then, finally, the other thing I wanted to mention is just some basic security awareness tips. As you are creating your password and logging in for the first time. Salesforce is a platform that is extremely secure. It's in the federal government's Gov cloud, which goes through rigorous testing processes. But these are just really good, general security tips so thought we would put these in as a reminder for you.

And with that I will stop, and I think we've got a little bit of time, five minutes or so, to take any questions you have. Any questions? Or Kate, Madeline, Emily – anything that I might have missed in that wrap up?

00:52:31.320 --> 00:52:36.810
Emily Koppelman Van den Berg: We've got a question about are there, additional reporting requirements beyond the performance measures that are due on April 12. That's mid-year reporting, and we'll have end-of-year reporting in the summer. Remind me the dates, Missy.

00:52:45.150 --> 00:52:53.520

Missy Hyatt: Yeah, our end-of-year reporting timeframe is going to be June 1 to July 30. So no additional reporting requirements for the mid-year report. Then, other than what you saw Madeline demo, we will set up some additional time closer, probably in the late spring timeframe, to do some specific training on that end-of-year reporting module. It looks very, very similar to what Madeline demoed today. The questions will be different, of course, and then we'll have that additional bit of functionality for you to gather user data from your sub-recipients.

Other questions? Let me just let me clarify on the reporting. You do still need to do your federal financial reports and complete those, and I think there are there times frames for those. Let us know if there's specific questions about that, but from a performance measures reporting perspective, mid-year is April 12 and end-of-year, we're going to open up in June. Well, I'm not seeing anything else come through the chat. I'm more than happy to give folks a couple minutes back before they're inevitable next meetings.

As a next step, we will be sending out an email at the end of the day today that includes slides. It will take us a couple of days to get audio recording and the transcript up on phe.gov website, but we will let you know when that's done and send out communications on that. And then early next week, either late Monday early Tuesday, that's when we will load in the two users per hospital association into the system and things will start happening in terms of you getting those emails to change passwords and such.

And as a reminder, if you do have changes to who the two users per your association are, please do contact Kate Gorbach, and we'll make those changes ahead of putting those users into the system on Monday. We really, really appreciate everybody's time and attention today. Thanks, Kate, for putting your email again in the chat. Hope everybody has a good rest of the day, a great weekend, and please do feel free to contact us with questions. We really appreciate it. Thank you all.