

# MHRIC

## 2022-2023

### Services Guide





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# From the Director

*Dear Colleagues:*

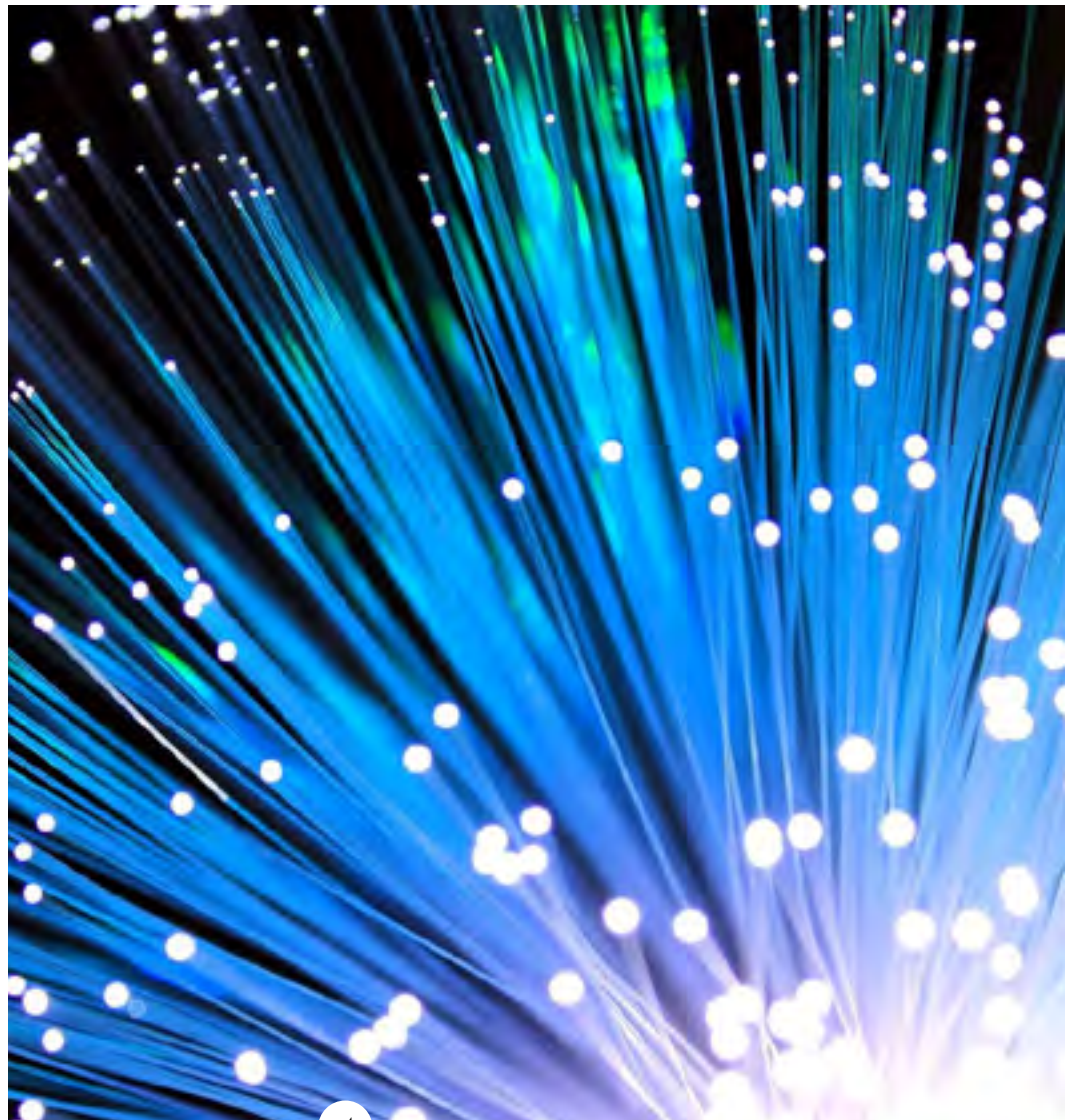
*I am excited and honored to take on this new opportunity as the MHRIC Director and work with our forty-seven school districts and four BOCES in the four-county region. Everyone has been facing a myriad of challenges since the pandemic started, and our goal at the MHRIC is to alleviate stress where we can by providing high-quality support and services. Additionally, we have redesigned our services guide with the hope that it is more user friendly.*

*I am working with the management team to redesign our structure to provide an even more positive customer experience and closely examine our current service offerings to keep improving and redefining how we can support all of you. To quote Winston Churchill, "To improve is to change; to be perfect is to change often."*

*The entire team at the MHRIC thanks you for your continued support.*

*Kindest regards,*

*Danielle Yeomans*





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Noto, Lou  
Rogers, Bob

**CO-SER 505**  
**Office**  
**Professional**  
**Applications**  
**Learning**  
**(OPAL)**



## CO-SER 505.100 – 120

# OFFICE PROFESSIONAL APPLICATIONS LEARNING (OPAL)

OPAL offers planned support and continuous training for a district's use of technology and related applications. Subscribing districts have access to the following:

### OFFICE PROFESSIONAL INSTITUTE

Included in the Office Professional Applications Learning service is this one-day institute which will focus on helping employees from all areas of the district utilize technology tools and develop best practices that will help them perform their roles more efficiently. Join your colleagues for a day of skill building, networking, and learning practical tools for professional development. You may bring your notebook, tablet, or other device to enhance your learning experience. The institute is typically offered 2-3 times each year.

Registered attendees can select different sessions on various topics. These sessions will be full of tips and tricks useful to beginners as well as more experienced users.

### DAY AND EVENING CLASSES

The service includes unlimited scheduled classes: day, evening, in-person, or virtual.

These classes cover a broad range of office-based software packages, as well as other applications of Information Technology. Topics include but are not limited to:

- Gmail
- Google Applications
- Adobe Acrobat Pro DC
- Adobe Acrobat Forms
- Adobe Photoshop Elements
- Office 365 or MS OneDrive
- Making ADA Accessible Documents
- Specialty Projects Workshop
- Access
- Excel
- PowerPoint
- Publisher
- Word
- Chromebooks

Faculty, staff, parents, and Board of Education member(s) of participating districts may attend these classes at no additional charge.

Customer support is provided by email, phone, or virtually to all class participants and school district staff. For a complete list of OPAL classes, go to [mhrhc.org](http://mhrhc.org).

### CUSTOMIZED SESSIONS

The service offers customized training sessions in-person or virtual. This includes up to six hours of one-on-one project time and up to nine hours of district-designed classes. The district determines the topics, schedule, and location, in consultation with our available trainers and subject to current conditions. In-person trainings at the district must use a minimum of three hours.

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# Office Professional Applications Learning (OPAL)

## **ADDITIONAL TRAINING SESSIONS AVAILABLE**

Office Professional Applications Learning (OPAL) districts can request additional on-site training and support on a per diem basis.

## **TECHNOLOGY LEADERSHIP INSTITUTE OPTION**

Districts in the Mid-Hudson Valley can reserve membership seats in the Lower Hudson Regional Information Center (LHRIC) Technology Leadership Institute (TLI) for School District Administrators at a reduced cost. The Technology Leadership Institute provides school district leaders with unique opportunities to engage with nationally known educational technology experts in local venues. It is a great place to learn, to share best practices, and to communicate the value of technology to improve and, in some cases, transform education.

Districts may reserve a specific number of membership seats for the year that can be shared by multiple district administrators, making this a very efficient and economical use of the TLI service. Please indicate the number of seats your district is requesting on your service request form.





# CO-SER 605

## Administrative Services

Student Services

Athletics  
Management  
Services

Data Services

Data Management  
Services

Special Services

Testing &  
Reporting Services

Food Service  
Management  
Systems

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# Student Services

## STUDENT SERVICES

### **SchoolTool™ Premier WEB-BASED STUDENT MANAGEMENT SYSTEM 605.412**

SchoolTool™ is a user-friendly, centralized web-based student management system. Designed specifically to meet NYS requirements and school district needs, it provides secure access to real-time data and time-saving tools. For administrators, faculty, staff, parents, and more, SchoolTool™ puts important information as close as the nearest Internet browser. This application integrates data input features for census, attendance, discipline, counseling, scheduling and more through a single interface. SchoolTool™ provides role-based access so staff members have access to only the data they need. Advanced Analytics provide an easy way to view data and analyze trends for better decision making.

### **eSchoolData WEB-BASED STUDENT MANAGEMENT SYSTEM 605.413**

eSchoolData (eSD) is a powerful web-based student information system that is comprehensive and NYS compliant. The ease-of-use and robust design of the system enables your team to complete normal tasks with confidence, while providing insights from your data to tackle tough problems. Key benefits include real-time attendance, integrated gradebooks and census module, and ad hoc reporting. Parent and Student Portals are also features of this application. Add-on modules include Online Registration and interactive dashboards using eSD GURU.

*Districts interested in implementing SchoolTool™ or eSchoolData should contact the MHRIC to discuss the transition, implementation, timelines, and hardware requirements. The MHRIC will assist current or new subscribers in understanding the district and MHRIC's responsibilities associated with the various levels of support.*

## **STUDENT MANAGEMENT SYSTEM LEVELS OF SUPPORT**

Once a district has chosen their student management system, the MHRIC offers different levels of support to meet the needs of the individual district.

### **PLUS SERVICE**

#### **SchoolTool™ 605.412.152      eSchoolData 605.413.152**

The Plus Service furnishes districts with a complete and comprehensive support package. In addition to initial software installation, training, and telephone support, the MHRIC will perform or provide additional support for the following tasks:

- Dedicated lead specialist offering districts "that personalized touch!" via telephone and Email, and virtual assistance.
- Printing of schedules, progress reports, and report cards.
- Printing of grading information (final average, honor roll, ranking, failure list) and other miscellaneous production, such as mailing labels and permanent record labels.
- NYSED data warehouse imports.
- Import 3-8 ELA and Math test scores, if requested.



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- Import 4 & 8 Science test scores, if requested.
- Regularly scheduled conference calls, if requested.
- Virtual training, up to four (4) days included with this service.
- Creation of needed extracts, where possible/available (up to six (6) per district).
- Ad hoc reporting.

Plus is the appropriate choice for districts looking for the extra level of MHRIC support.

### **PLUS NO PRODUCTION SERVICE**

**SchoolTool™ 605.412.151      eSchoolData 605.413.151**

The Plus No Production Service offers all of the benefits of Plus Support while giving districts the capability of running and printing production work and grading information in district. Included in the service:

- Dedicated lead specialist offering districts “that personalized touch!” via telephone and Email, and virtual assistance.
- NYSED data warehouse imports.
- Import 3-8 ELA and Math test scores, if requested.
- Import 4 & 8 Science test scores, if requested.
- Regularly scheduled conference calls, if requested.
- Virtual training, up to four (4) days included with this service.
- Creation of needed extracts, where possible/available (up to six (6) per district).
- Ad hoc reporting.

Plus No Production is the right choice for districts that have the equipment needed to print production but also enjoy the extra level of support.

### **BASIC SERVICE**

**SchoolTool™ 605.412.150      eSchoolData 605.413.150**

The Basic Service is designed for districts that are capable of running the Student Management System with a minimum level of support from the MHRIC. Basic subscribers will receive the initial software installation, up to three (3) days remote training, data warehousing imports/support, and help desk telephone support.

Districts opting for Basic Service will be required to perform their own printing of schedules, progress reports, and report cards. Basic districts will be responsible for their own grading calculations and importing their own students’ test scores. Creation of imports and exports are not included with this service. Additional service fees will apply for districts requiring MHRIC support for these functions.

Student Services



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# Student Services

## HOSTING STUDENT MANAGEMENT APPLICATION, WEB AND DATABASE SERVERS

Included in the PLUS, PLUS No Production, and the BASIC service levels is the hosting of your district's student management system database, web and application servers at the MHRIC. The MHRIC will be responsible for ensuring the operational environment is up to date and that your student management system application is upgraded in a timely fashion. This will free the district from the burden of maintaining district applications and servers, thereby saving time and money.

## STUDENT MANAGEMENT SYSTEM ADD-ON OPTIONS

### SchoolTool™ ELEMENTARY REPORT CARD 605.412.051 – 053

Districts have two options available for creation of the elementary report card: "canned" elementary report card (ERC) and customized ERC. Cost for the creation of the ERC will be dependent upon the option chosen. The ERC templates will be created within the SchoolTool™ application and available to teachers via the grades icon.

Included in this service is the support and training for the district to set up the following for the elementary school(s): cycle days, course catalog, grading setup, creating the master schedule, teaming maintenance, and generating student schedules. Additionally, the MHRIC will provide teacher training on the capabilities of the elementary grade book and entering grading information. Up to one (1) remote training session is included with this service. The MHRIC may be able to make changes to the wording of the competencies and minor changes to the report card. Changes that affect the report card layout or grading need to be done by Mindex, and the district may incur an additional charge.

### eSchoolData ELEMENTARY REPORT CARD 605.413.051 – 053

Included in this service is the creation of the elementary report card (ERC) templates for each grade level, as well as support and training for the district in setting up the following for the elementary school(s): cycle days, course catalog, grading setup, creating the master schedule, teaming maintenance, and running student schedules. Additionally, the MHRIC will provide teacher training on the elementary grade book and entering grading information. Up to one (1) remote training session is included with this service.

### eSchoolData eSD GURU® 605.413.081-083

eSD GURU® is a tool developed for eSchoolData districts. GURUBoards are about the simplification and meaningful presentation of student data. The eSD GURU API layer is about the simplification of data integration. Imagine not having to chase data all day long. Imagine being able to focus your expertise. We see the GURU in you, do you?



## **eSchoolData ONLINE REGISTRATION 605.413.070**

The Online Registration module eliminates data entry while streamlining the registration process. It allows districts to capture all information relevant to your unique policies and simplify communication between districts and families through automated notifications.

## **GRADE REPORTING MAILERS AND PROGRESS REPORT MAILERS 605.415**

Grade Reporting Mailers provide districts with a report card mailing system. One copy of the report card is available for delivery to the school. The second copy is used by the Mid-Hudson Regional Information Center to mail report cards directly to students' homes. Districts may choose mailers for report cards and/or progress reports.

## **RIC One API 605.708.015**

RIC One API was developed in response to Ed Law 2-d and NYSED reliance on the Regional Information Centers to create an integration service. RIC One API is a public organization which uses a private cloud for integrations. RIC One provides fast, simple and secure integration between a district's student information system and multiple applications, including assessment, instructional and administrative applications.

Benefits include:

- Seamlessly connecting with vendors using one interface
- Improving data quality
- Secure transfer of data
- MHRIC student services support

If your district is interested in the RIC One API solution, call 845-256-2450 or email [sssc@mhric.org](mailto:sssc@mhric.org) and we will evaluate your district's needs.

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# Athletics Management Services

## ATHLETICS MANAGEMENT SERVICES

### FAMILYID, INC. 605.420.001 - 002

FamilyID is an easy online registration tool that saves districts time, eliminates paper, and reduces risk. This easy, stress-free software allows parents to register online for all sports, programs, and activities at their child's school. Once the demographic information is entered, there is no need to re-enter it, ever! Just reuse, as needed, for multiple programs, such as:

- sports team registration
- signing up for school plays
- registering for summer programs
- field trip permissions
- sign up for clubs
- any other programs your school can think of

This application allows districts to collect more information in less time and with greater accuracy. It also makes it easy to organize the many forms required for athletics. It's customizable, secure, and great for both coaches and parents. It's easy for school personnel to see at a glance who is cleared to participate in a program and who isn't, as parents must complete all documentation and signatures before submitting a registration.

With this service, your district receives telephone and email support from our MHRIC team for school staff and administrators, communication about new features, system improvements, and available trainings. The MHRIC team also advocates for the districts in the Mid-Hudson Valley by gathering and documenting feature requests and product recommendations to convey to the vendor.

### HUDL 605.420.003 - 005

HUDL is an all-in-one online school sports platform that allows districts to analyze video, track stats, manage feedback, and create video highlights in one easy-to-use online platform for all of your district's sports!

Record games, practice, and training sessions with your iPhone, iPad, or hard drive camera. The whole experience is available online, giving coaches and athletes secure access at home and on the go. There's no need for expensive equipment. You can even connect to Wi-Fi to upload video as it records and study it within minutes! Use playlists to quickly jump to the exact moments you want to examine. Create a presentation for team review, or pull together clips to illustrate what a player might need to improve upon.

With this service, your district receives telephone and email support from our MHRIC team for school staff and administrators, communication about new features, system improvements, and available trainings. The MHRIC team also advocates for the districts in the Mid-Hudson Valley by gathering and documenting feature requests and product recommendations to convey to the vendor.

## DATA SERVICES

### DATA WAREHOUSING AND STATE REPORTING 605.135

SED requires all districts and BOCES to work through their Regional Information Center to gather, maintain, and submit data to the Student Information Repository System (SIRS). The MHRIC will provide guidance to school districts and BOCES in the Mid-Hudson region to secure the required extracts from their respective management systems for the New York State Student Identification System (NYSSIS) and mandated elementary, intermediate, and secondary reporting. The management systems utilized and maintained on a daily basis by school district personnel will be the sources for all required data.

The NYSSIS identifier must be stored in the regional data warehouse maintained by the Regional Information Center and submitted along with accountability and other required data. The NYSSIS identification number will remain unchanged during a student's PK-12 experience, regardless of his or her movement between districts or a lapse of enrollment in New York State. The MHRIC migrates district and BOCES data on a weekly basis in order to submit the appropriate demographic data necessary to assign a new ID or retrieve a previously assigned number.

All districts are required to submit demographic, enrollment, program services, assessment, teacher/course, attendance, and special education data for all pre-school, pre-kindergarten, elementary, intermediate, and secondary students to the State Education Department through the regional data warehouse maintained by their Regional Information Center. The MHRIC will provide guidance to school districts and BOCES in this region to secure the required extracts from the respective management systems necessary for these reporting requirements.

Under this service, all districts and BOCES will also have access to a data reporting support center that can respond to questions and issues related to data submissions, reporting requirements, and timelines. The support center will be accessible via email or phone, and will have resources familiar with all facets of data collection and reporting through SIRS, including student data, program services, and staff data.

The Data Warehousing and State Reporting Service also provides access to web-based tools such as Level O, L1RPT, and L2RPT.

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# Data Services



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# Data Services

## **NEW** DIGITAL EQUITY PAPER-BASED SURVEY SERVICE 605.135

The MHRIC Digital Equity Paper-Based Service allows districts to print out and scan paper-based digital equity surveys in order to meet the New York State Reporting Requirement.

Districts will be provided with pre-populated PDF forms which they may print out, provide to students and parents, and scan. Once submitted, our team will assist the district with quality control and import into the Statewide Data Warehouse (SIRS).

### **Optional Add-On Service: SPANISH LANGUAGE SURVEY**

Although all participating districts in the Digital Equity Paper-Based Service are entitled to a blank Spanish Language version of the survey as part of the base service, districts with high Spanish-speaking populations are encouraged to use this optional add-on service in which Spanish-language surveys will also be prepopulated with District and Student information for increased accuracy and convenience.

## **CERTIFY – NYS DATA VALIDATION SERVICE 605.144**

The NYS Validation Service, using the Certify application from Certica Solutions, Inc., provides the tools and resources that allow for automated validation of data in source systems (student management and special education management) with NYS reporting rules. With the Level O validation rules running against management systems daily, district personnel receive a “Data Quality Score” and detailed information on data “violations,” down to the student level. In addition, documented “prescriptions” provide step-by-step instructions on how to locate and correct a data error in student and/or special education management systems.

The process provides daily feedback designed to:

- Validate data closest to their “source” prior to import to Level O or migration to the data repository.
- Maximize the amount of time available to correct data.
- Prevent data entry errors.
- Identify training needs.
- Ensure data accuracy and completeness for more meaningful information.
- Make data verification and certification an ongoing process with observable trends and improvements.

The Certify application can be modified to address new rules as they are implemented on a Statewide basis.

- The Certify – NYS Data Validation service requires preplanning with MHRIC staff for successful implementation. This service includes licensing for the Certify application, hosting of the application, configuration of Certify against student management and special education management systems, training, and ongoing support.





## DATA MANAGEMENT SERVICES

### DATA REPORTING ASSISTANCE SERVICE 605.101

Through the MHRIC Data Reporting Assistance Service, the MHRIC will work with districts to provide an increased level of support for district-required tasks and assist district staff in ensuring data readiness as mandated by the New York State Education Department (NYSED). These services are in addition to your base level of Data Warehouse MHRIC services that you already purchase.

Service benefits include:

- Providing a premier level of support for your LEA's Data Warehouse/NYS Reporting (does not include federal CRDC reporting.)
- Consultation, planning, data submission, implementation, and ongoing support for functionalities available in these areas.
- A centralized, shared service with a team-based approach.

### DATA REPORTING MENTORSHIP PROGRAM 605.145

The MHRIC Data Reporting Mentorship Program provides individualized assistance and support to a new District Data Coordinator and/or Chief Information Officer (CIO). Our team of Data Reporting Assistants will help participants establish data reporting and verification processes and assist with the establishment of best practices and effective timelines within the district.

Service benefits include:

- A Data Reporting Mentorship curriculum which will cover topic areas necessary for understanding the role of a School District Data Coordinator.
- Preparing the Data Reporting mentee to create and foster a culture of data understanding and use within the district.
- Access to specific data presentation models, podcasts and other support materials and resources designed to complement the curriculum.
- General guidance provided as needed in a supportive atmosphere.

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Data Management  
Services



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# Special Services

## SPECIAL SERVICES

### CLEARTRACK 200 605.106

ClearTrack 200 is a non-profit competitor to the Frontline IEP and Medicaid products. Developed in and for NYS, ClearTrack 200 is committed to making special education management easier with an intuitive program that is flexible and user-friendly.

ClearTrack 200 was designed to answer the distinct needs of multiple stakeholders in your district:

- With an interface designed by teachers for teachers, ClearTrack 200 allows easy access to all of your Special Education teachers' data input needs in a simple and easy format. It also includes step-by-step access to IEPs, test data, progress notes, Medicaid input, reporting needs, and more.
- For the General Education teacher, ClearTrack 200 provides a simple, one-screen view of their students' un-editable, finalized IEPs with an option to export to the district's student information system.
- The system includes a full-meeting and IEP management component for your CSE team, including system alerts to ensure compliance verification. Extensive reporting with access to hundreds of canned reports, custom reports, and queries will assist your CSE team to provide a deeper level of support to your students.
- For District administration, ClearTrack 200 provides state-of-the-art security and SSL data encryption. Your district is fully in control of who can see which components, as well as when a user can make changes. ClearTrack 200 also includes a component for logging viewed, finalized IEPs. Finally, do-it-yourself custom reporting can aid district administrators to extract the information needed from the fully relational database.

Other features include:

- Customizable security access by user, group, and/or document.
- Customizable and compliant IEPs and letter templates with query reporting of historical data
- Ability to create and share finalized IEPs in encrypted, password-protected PDFs.
- Fully integrated Medicaid component, including a teacher module.
- Full reporting, including data warehouse, State Aid Form A, custom queries, Office of Civil Rights, statistical and compliance, RS1/RS2, and over 120 other system reports.
- Track STAC high cost and staff cost per student, electronically submit school-age filings for STAC.
- Automated daily imports from student management systems and exports.
- Tracking of other special populations like 504, AIS and RTI.

Service benefits include:

In year 1, the MHRIC staff will work with the district to develop an implementation plan which will include converting existing Special Education demographics, where possible; defining district tests, subtests, and services within ClearTrack200; develop the IEP format and data entry form along with setting up tables within ClearTrack200. Up to three (3) days



of on-site support and training is included. Ongoing support includes extract IEP Program Fact Template, BEDs Day Snapshot, EOY Snapshot, Special Ed Events and complete electronic data import to the NYSED District Student Data Validation Web Site (Level O). Import Grades 3-8 ELA & Math Assessment scores, Grades 4 & 8 Science Assessment scores, Regents, RCTs, NYSESLAT and NYSAA. Training sessions, content workshops and user group meetings are included along with ongoing telephone and email support.

Ongoing support includes up to one (1) day of on-site support/training and updated IEP documentation.

## **RTI EDGE 605.108**

Need a simplified data analysis tool for RTI? Look no further. RTI Edge is a complete Response to Intervention data tracking and analysis tool - all in one system! Easily identify struggling learners and their unique skill deficits with easy-to-use graphing solutions.

With RTI Edge, you can use data to make informed decisions to determine in a timely manner if interventions are making a difference with the child's progress. RTI Edge will benchmark ALL students three times a year and allow users to review benchmark results easily with one click. With an easy-to-use and intuitive graphical interface, your district will be able to:

- Graph student and class performance.
- Predict student success.
- Track interventions based on unique student needs.
- Progress monitor goal performance.
- Generate RTI forms/letters quickly.
- Track RTI data team meetings and e-mail agendas.
- Reduce special education referrals.
- Track multiple assessment/benchmark data and compare assessment results to State Test data.
- Track communication including letter tracking, contact log and parent notification.
- Enter universal screening data.
- Identify at-risk students.
- Individual skill-based tracking.

Service benefits include:

In year 1, the MHRIC staff will work with the district to develop an implementation plan. This will include converting existing student demographics and data, when possible; establish the RTI Edge Database on a server; assist district with table set up, universal and screening tests and subtests software, define interventions, develop the format of the AIS and RTI plans; and set up automatic nightly imports of demographics from the SMS. Up to three (3) days of on-site/on-line support and training included.

On-going Support includes update Frontline RTI documentation; telephone and email support; training sessions and content workshops; Extract Title 1 Part A- Schools Offering Targeted Assistance Programs, Title 1 Part A- Improving Basic Programs School-Wide, Title 1 Part D- Prevention and Intervention Programs for children and Youth who are Neglected,

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Special Services



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# Special Services

Title 1 Part D- Prevention and Intervention Programs for children and Youth who are Delinquent, Coordinated Early Intervening Services (CEIS) and complete electronic data import to the NYSED District Student Data Validation Web Site (Level 0); Import Grades 3-8 ELA & Math Assessment scores, Grades 4 & 8 Science Assessment scores, Regents, RCTs, NYSESLAT & NYSAA and RTI Edge User Group meetings.

Additional on-site training and support days available on a per diem basis.

## **BRIGHTBYTES STUDENT SUCCESS, COLLEGE READINESS, AND INTERVENTION MANAGEMENT SYSTEM 605.107**

The BrightBytes Student Success and College Readiness System from Clarity individualizes the warning signs of potential student failure using an advanced, research-based algorithm that determines the driving risk factors at each school, for each student. Using next-generation predictive analytics software, educators can intervene as early as first grade, increase referral and academic resource follow-through, and track progress at the student level with almost twice the accuracy of previous systems. The system also analyzes your district's current high school population against your district's successful college graduates to determine how "college-ready" your students are.

BrightBytes Student Success and College Readiness System indicators span 24 different behavioral, academic, attendance, and demographic data. As data is updated, the predictive algorithm will adjust each individual student's risk profile. This allows the system to have 90% accuracy of drop-out prediction by first grade, and enables districts to initiate a proactive response to students in need of support before student risk levels become too severe. At the high school level, ACT, PSAT and SAT scores, enrollment in AP or "challenge" courses, various academic indicators, as well as data from the National Student Clearinghouse (NSC) are all used to determine college readiness.

The BrightBytes Intervention Management Module simplifies the process of connecting students at-risk to the right intervention services using a bright, graphic interface and easy-to-use menus. The module allows educators to quickly assign services and track the reliability, frequency, and efficacy of those efforts. The software also allows for easy review and coordination of interventions to ensure the best path to individual success for each student.

The Student Success and Early Warning indicators work seamlessly with the Intervention Management module. Often, educators assign and plan interventions for students, but gaps in communication, collaboration, and documentation processes prevent students from receiving the intended support services.

With the Intervention Management module, you can:

- Gain visibility around district-wide intervention trends to make informed decisions about resource allocation for support services.
- Monitor and analyze school-level intervention efforts to inform strategy and program coordination.
- Organize caseloads for schools, students, and providers with insight into past interventions and current referral procedures at each site.
- Ensure students are connected with the right support at the right time.



## FRONTLINE IEP 605.105

Frontline IEP is a web-based, intuitive and easy to use special education management system providing input and maintenance capability for special education student demographic and program data.

Frontline IEP can produce student IEPs, IESPs, CSE, and CPSE meeting information, goals, and program recommendations, as well as progress monitoring, based on the data that are inputted and maintained. Information required for the State-mandated PD reports, State Aid forms, and the Student Information Repository System can also be generated and submitted through Frontline IEP. Letters produced in Microsoft Word can interface with information in the Frontline IEP database. In addition, real-time file sharing and file transfers between Frontline IEP districts are available within the application.

### Feature: Synchronicity with SMS

Frontline sync technology checks for database changes between the general education student information system and Frontline IEP/Frontline RTI, and regularly sends any changes automatically. This capability can work with a general education student information system that provides an automated file export in a standardized XML format in accordance with Frontline Education's specification. The creation of the automated file export to support the sync is the responsibility of the school system's vendor.

### Feature: Document Repository

The Frontline IEP document repository feature will enable your district to:

- Store electronic documents in Frontline IEP at the individual student level.
- Securely manage and access documents electronically by authorized individuals.
- Control access to view and store documents based on group roles or individual users.
- Organize documents by category/type and add document descriptions.
- Search for documents by multiple criteria.
- Restrict editing of the content of documents after they have been stored.
- Fax to create and store images of paper documentation when a scanner is not available.

Successful implementation of the Frontline Synchronicity and Document Repository requires coordination and planning between a district's technical and special education staff, the Mid-Hudson Regional Information Center (MHRIC), and Frontline Education.

Service benefits include:

In year 1, the MHRIC staff will work with the district to develop an implementation plan which will include converting existing Special Education demographics, where possible; defining district tests, subtests, and services within IEP; develop the IEP format and data entry form along with setting up tables within IEP. Up to three (3) days of on-site support and training is included.

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Special Services



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# Special Services

Ongoing support includes extract IEP Program Fact Template, BEDs Day Snapshot, EOY Snapshot, Special Ed Events and complete electronic data import to the NYSED District Student Data Validation Web Site (Level 0). Import Grades 3-8 ELA & Math Assessment scores, Grades 4 & 8 Science Assessment scores, Regents, RCTs, NYSESLAT and NYSAA. Training sessions, content workshops and user group meetings are included along with ongoing telephone and email support.

Year 2 and beyond includes up to one (1) day of on-site support/training. Update IEP documentation.

## **FRONTLINE RTI (RESPONSE TO INTERVENTION TRACKING AND MANAGEMENT SYSTEM) 605.217**

This Web-based system for Academic Intervention Services/Response to Intervention offers the most comprehensive and easy to use AIS/RTI tracking and management software designed specifically for New York State school districts. Included in the system is a comprehensive at-a-glance tracking of each student's entire AIS/RTI information on one scrollable page; development of student AIS/RTI plans directly online for viewing, editing, and collaborating by all authorized staff involved with a student; built-in AIS/RTI tracking; and progress reports. Features include:

- Document, maintain, and track all AIS/RTI meetings and results of each meeting.
- Electronically populate and generate data collection forms (available in both elementary and secondary levels).
- Users have the ability to mass data enter multiple student interventions at one time, as well as create filters to allow the user to sort out student information quickly and easily.
- Reports and analytics available.

Additional features of the program:

- Provide automatic content and functionality updates in response to changing New York State regulations.
- Enable 24 hour/7 day access from any computer connected to the web, with real-time sharing of AIS/RTI student and program information among any number of authorized users at any location.
- Make communications and compliance with requirements fast and easy with point-and-click parent notifications.
- Save time and produce high quality reports through the function of a fully integrated tool for creating quarterly AIS/RTI progress reports.
- Allow built-in AIS/RTI tracking reports to be generated at the building and/or district level.
- Help keep track of AIS/RTI related tasks and ensure that the appropriate actions are taken with the use of Online "to do" lists.
- Provide authorized users a direct link to Frontline IEP to view students' IEPs within Frontline RTI.
- Response to Intervention Achievement Assessment Matrix.



Service benefits include:

In year 1, system specialists at the Mid-Hudson Regional Information Center will assist districts with the specific Internet access configuration and hardware setup, as well as training and support for staff.

Ongoing support includes updates to RTI documentation, training sessions, content workshops and user group meetings along with telephone and email support. Extract Frontline RTI Title 1 Part A- Schools Offering Targeted Assistance Programs, Title 1 Part A- Improving Basic Programs School-Wide, Title 1 Part D- Prevention and Intervention Programs for children and Youth who are Neglected, Title 1 Part D- Prevention and Intervention Programs for children and Youth who are Delinquent, Coordinated Early Intervening Services (CEIS) and complete electronic data import to the NYSED District Student Data Validation Web Site (Level 0); import Grades 3-8 ELA & Math Assessment scores, Grades 4 & 8 Science Assessment scores, Regents, RCTs, NYSESLAT & NYSAA.

Frontline RTI User Group meetings- The purpose of this group is to share relevant information geared toward school-district Administrators and Central Office staff responsible for AIS/RTI within the four-county area. It is a forum for the discussion and sharing of Frontline RTI problems and solutions, as well as address issues and software enhancement requests directly with the developers of the product.

Additional on-site training and support days available on a per diem basis.

## **FRONTLINE MEDICAID AND MEDICAID TOOLKIT 605.110**

Frontline Medicaid is a web-based innovative tool for managing Medicaid claiming and direct billing as per the New York State School/Preschool Supportive Health Services Program. Frontline Medicaid may be used as a stand-alone application or in conjunction with Frontline IEP. When linked with Frontline IEP, useful validation rules are activated to assist with determining and maximizing valid reimbursement claims. Frontline Medicaid includes a wide range of reports useful for maintaining eligibility, claiming, and remittance records.

The Medicaid Toolkit is a powerful analytic and reporting tool, designed to significantly increase Medicaid Reimbursement. This feature gives your district a clear picture of the potential Medicaid claiming and allows you to set realistic goals in maximizing reimbursement. In addition, it will assist the district to identify, prioritize and act fast on date sensitive billing for the highest potential opportunities in reaching these goals.

Service benefits include:

In year 1, the MHRIC staff will arrange and participate in an implementation planning meeting; assist with the setup of Frontline Medicaid and provide documentation; and provide one day of on-site support and training.

Ongoing support includes virtual training sessions and user group meetings; virtual, phone and email support and one (1) on-site training day per year, based on district request.

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Special Services



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# Special Services

## **FRONTLINE ESA (EDUCATIONAL SERVICES AGENCY) 605.105**

Frontline ESA includes all of the features and functionality of Frontline IEP. Developed specifically for use by BOCES sites in New York State, the system also contains billing and scheduling modules. Using the same web-based user interface, Frontline ESA is intuitive and easy to use. Frontline ESA is designed to accept file shares from school districts using Frontline IEP.

Frontline ESA includes reports and listings tailored to meet the needs of BOCES professionals. Information required for New York State reports and verification, and certain State Aid forms, can be generated through Frontline ESA. In addition, Frontline ESA provides the ability to create student schedules, maintain attendance records, and produce report cards and student cumulative records.

Frontline ESA requires a specific Internet browser and hardware setup.

Service benefits include:

In year 1, the MHRIC staff will work with the district to develop an implementation plan which will include converting existing Special Education demographics, where possible; defining district tests, subtests, and services within IEP; develop the IEP format and data entry form along with setting up tables within IEP. Up to three (3) days of on-site support and training is included.

Ongoing support includes updates of IEP documentation. Training sessions, content workshops and user group meetings are included along with unlimited telephone and email support.

Year 2 and beyond includes up to one (1) day of on-site support/training.





## TESTING AND REPORTING SERVICES

### NEW YORK STATE ASSESSMENTS 605.120

#### ALL-INCLUSIVE TESTING SERVICES PLAN 605.120.001

Enjoy all MHRIC testing services for one flat, RWADA-based fee. Included in this plan is unlimited customer support, issue resolution, assistance with roster creation and/or importing students from the SMS, answer sheet (creation, printing, quality control, delivery, scanning, and processing), test status reports, assistance with the test-ordering process, oversight of CBT testing and assistance with the transition to CBT, assistance with reconciliation of discrepancies, exporting and correction of response migration errors, summer cleanup, hosted student reports, presentations on and dissemination of information from NYSED, reminders and guidance, archiving of Impact folders and Regents image files, and all end-of-year reports.

- All grades 3–8 Mathematics and English Language Arts (ELA) exams, including CBT or paper-based options.
- All New York State Alternate Assessment (NYSAA) CBT exams for grades 3–12.
- All New York State Identification Tests for English Language Learners (NYSITELL) for Levels 1–8, grades K–12.
- All New York State English as a Second Language Achievement Tests (NYSESLAT) for Levels 1–6, grades K–12.
- All New York State Tests in Science for grades 4, 5, or 8.
- All Regents non-secure materials including essay booklets and reference tables.
- All New York State Regents exams, including Global History, Geography II (NF Global), Living Environment, Physical Setting/Chemistry, Physical Setting/Earth Science, Physical Setting/Physics, Regents Exam in ELA (Common Core), Regents Exam in Algebra I (Common Core), Regents Exam in Algebra II (Common Core), Regents Exam in Geometry (Common Core), U.S. History and Government, U.S. History and Government (Framework).
- Full color individual score reports plus B&W labels for ELA, Math, Science, NYSAA, and NYSESLAT.
- All ELA, Math, NYSESLAT, and Science response files.

#### BASIC TESTING SERVICES PLAN 605.120.002

This cost-effective option allows districts to enjoy the majority of MHRIC testing services for one flat, RWADA-based fee, with the option of additional, add-on services. Included in this plan is unlimited customer support, issue resolution, assistance with roster creation and/or importing students from the SMS, answer sheet (creation, printing, quality control, delivery, scanning, and processing), test status reports, assistance with the test-ordering process, oversight of CBT testing and assistance with the transition to CBT, assistance with reconciliation of discrepancies, exporting and correction of response migration errors, summer cleanup, hosted student reports, presentations on and dissemination of information from NYSED, reminders and guidance, archiving of Impact folders and Regents image files, and all 3–8 Mathematics and English Language Arts (ELA) exams, including CBT or paper-based options.

- All New York State Alternate Assessment (NYSAA) CBT exams for grades 3–12.
- All New York State Identification Tests for English Language Learners (NYSITELL) for grades K–12.

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# Testing and Reporting Services



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# Testing and Reporting Services

- All New York State English as a Second Language Achievement Tests (NYSESLAT) for Levels 1-6.
- All New York State Tests in Science for grades 4, 5, or 8.
- All New York State Regents exams, including Global History, Geography II (NF Global), Living Environment, Physical Setting/Chemistry, Physical Setting/Earth Science, Physical Setting/Physics, Regents Exam in ELA (Common Core), Regents Exam in Algebra I (Common Core), Regents Exam in Algebra II (Common Core), Regents Exam in Geometry (Common Core), and U.S. History and Government, and U.S. History and Government (Framework).
- Full color individual student reports plus B&W labels for New York State test in Science 4, 5, or 8.

## OPTIONAL ADD-ON SERVICES FOR BASIC TESTING SERVICES PLAN

### INDIVIDUAL STUDENT REPORTS 605.120.068, 605.120.086, 605.120.088, 605.120.097

- All Regents non-secure materials including essay booklets and reference tables.
- Full-color individual student reports plus B&W labels are available for the following exams:
  - English Language Arts (ELA) grades 3-8.
  - Mathematics grades 3-8.
  - New York State English as a Second Language Achievement Tests (NYSESLAT) Levels 1-6, grades K-12.
  - New York State Alternate Assessment (NYSAA) for all eligible students in grades 3-12.

### ELECTRONIC RESPONSE FILES 605.120.200-211

Response files are available for the following exams:

- English Language Arts (ELA) grade 3
- English Language Arts (ELA) grade 4
- English Language Arts (ELA) grade 5
- English Language Arts (ELA) grade 6
- English Language Arts (ELA) grade 7
- English Language Arts (ELA) grade 8
- Mathematics grade 3
- Mathematics grade 4
- Mathematics grade 5
- Mathematics grade 6
- Mathematics grade 7
- Mathematics grade 8
- New York State English as a Second Language Achievement Tests (NYSESLAT) by district
- New York State Test in Science grade 4 (grade 5 when available)
- New York State Test in Science grade 8



## **BOCES ASSESSMENT REPORTING SYSTEM (BARS) ON THE WEB ASSESSMENT REPORTING 605.120.300**

With BARS on the Web, test-scoring reports can be generated, printed, or saved beyond those available through the MHRIC NYS Assessment services. Data can be exported, reports filtered to disaggregate on subgroups, and desktop data comparisons can be performed. Multiple years of data are available for analysis and reporting. BARS on the Web uses data at the Level 1 data warehouse to provide comprehensive and up-to-date information. Reports and data will be added as new tests are administered and results become available. Reports for all State assessments are available. Districts purchasing a district-wide BARS license may set up unlimited accounts. Reports available include, but are not limited to:

- Common Data Views (CDV) p-Value Comparison (ELA, Math, Science, Regents)
- Comparison of Performance (ELA, Math)
- Constructed Response Distribution of Points Awarded (ELA, Math, Science, Regents)
- Frequency Distribution (ELA, Math, Science, Regents, NYSAA)
- Frequency Distribution by Teacher (ELA, Math, Science, Regents)
- Individual Extended Response (Regents)
- Individual Item Analysis (ELA, Math, Science, Regents)
- Individual Student Performance Report (ELA, Math, Science, Regents)
- Longitudinal Trend Analysis (ELA, Math, Science)
- Rank List (ELA, Math, Science, Regents)
- Released Questions Performance Report (ELA, Math)
- Performance Skills Analysis (Science)
- Performance Station Detail (Science)
- Learning Standards Analysis (Science)
- English Proficiency Levels (NYSESLAT)
- NYSESLAT Summaries (NYSESLAT)

Service benefits include:

The MHRIC staff will provide phone and email support including assisting with resetting user accounts, security level questions and group user deletion; assist District Data Administrators (DDA) with creating new accounts and training new employees on how to use BARS; assist with annual BARS audits of users; maintain and provide Quick Access documents and Report Guides; monitor report updates and provide annual files, if requested; create documentation for any new report; quality control reports and update districts; work with programmers to update security levels and troubleshoot any errors and update the DDA email list annually and create a Gmail contact list.

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# Testing and Reporting Services



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# Food Service Management Systems

## FOOD SERVICE MANAGEMENT SYSTEMS

### FOOD SERVICE MANAGEMENT SYSTEMS 605.215

The MHRIC supports two (2) Heartland Food Service Management Systems, WebSMARTT and Mosaic. WebSMARTT utilizes SQL server replication to communicate data between school sites, the food service central office, and the MHRIC hosted WebSMARTT server. MOSAIC is Heartland's newest cloud-based food service solution. Mosaic's features include an intuitive graphical user interface, Speed-E mode at the POS line, the ability of the Central Office or manager stations to send real-time messages to the serving line cashiers, and an offline mode to seamlessly allow a meal session to continue if the Internet is down.

Heartland systems streamline many of the food service office functions, such as application processing, Direct Certification, and Verification processing. Each system includes built-in utilities for end-of-year rollover. There is an assortment of daily reports available for bank deposits, transaction tracking, sales and meal counts, reimbursements, and for other state and federal reporting requirements. Both systems support the export of free and reduced records for the NYSED data warehouse.

The MHRIC support team interfaces the food service management system with other MHRIC-supported district applications, such as student management systems and mass communication systems. Our team provides support for all aspects of system implementation for new districts, including configuration of equipment and training central office staff, site managers, and cashiers. Support includes telephone support and ongoing training for food service directors and site managers. The MHRIC team uses remote access software to connect to district food service computers and POS registers to assist remotely. Technical support is available as needed.

Heartland also provides an online prepayment and account monitoring solution called MySchoolBucks and an online application processing solution called MySchoolApps.

The MHRIC provides the following services:

- Consultation and planning with district personnel.
- Technical installation/configuration and ongoing support.
- Data download and conversion from student management system to initially load the POS system database.
- Nightly download of student information from the student management system to continuously and automatically update the student information in POS system.
- Nightly download (optional) of the POS system free and reduced data to continuously and automatically update the student management system with appropriate state reporting records for the purpose of updating the NYS data repository.
- Application training and support.
- Email, telephone, and remote diagnostic support.
- Annual User Group meeting to review software updates, regulatory changes, and best practices.

**WebSMARTT implementation is not available to new districts.**





# CO-SER 605

## Business Services

Financial Services

Board of Education Services

Employee Management Systems (EMS)

Mass Communication

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# Financial Services

## FINANCIAL SERVICES

### **nVISION SERVICES 605.305**

nVision is a comprehensive financial system designed to improve and streamline business operations. Under this service, the district can choose which package and/or modules meet their needs.

### **nVISION SUPPORT 605.305.031-035**

Once a district has chosen a package and/or modules that meet their needs, the MHRIC team will work with the district and the vendor to implement the chosen product(s). Training for the employees will be included. Once implemented, the district staff has unlimited access to our financial services team by phone, email and virtual support for software assistance. Our MHRIC financial services experts will maintain permission access for greater district security, conduct user group meetings, host application workshops and training sessions to assist district users. In the event of district emergencies, the MHRIC will provide space (along with PCs and printers) for district personnel to complete essential payroll and AP check runs. All add-on modules are supported by the MHRIC team.

### **nVISION LICENSING 605.305.016-030**

The basic package includes five modules: Accounting, Budget, Human Resources, Negotiations and Payroll. Additional modules are also available: Accounts Receivable, Bid, Optigate, Remote Requisition, and Timepiece. The suite package includes the base package plus Accounts Receivable, Bid and Remote Requisition.

### **nVISION - FINANCIAL DATA - HOSTING OPTION 605.305.081-082**

To ensure district security, the MHRIC maintains the district's financial data and software on a server located at the our location. This includes nightly backups of data, upgrades to the database and server, server maintenance, and software patches to incorporate new features. The district retains the ability to input, access, and maintain its financial information, generate on-screen queries, and print checks and reports using nVision at the district.

### **nVISION-REMOTE REQUISITION PROCESSING (Add-on Module) 605.305.036 - 037**

The Remote Requisition Manager is an additional module that interfaces with the Accounting Manager module of the nVision Series. It enables remote buildings to electronically submit purchase requisitions. Requisitions may be subject to several levels of electronic approval before final submission to the central business office. Online shopping is available. Approved requisitions are then printed with all other centrally approved purchase orders. Remote Requisition Manager allows the remote user to review his/her location's budget codes, requisition status, and account histories. Approval paths prevent the remote user from gaining access to restricted account codes and areas based upon district-assigned permissions.



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# Financial Services

## **nVISION-ACCOUNTS RECEIVABLE (Add-on Module) 605.305.052 – 057**

Accounts Receivable is an additional module that interfaces with Accounting Manager. It enables districts to maintain customer information, create invoices, record payments, and produce related reports such as aging schedules, customer histories, and revenue sources. Invoices can be entered on an individual basis, or, if on a recurring basis, can be generated monthly, semi-monthly, or any other cycle the district chooses. On-screen query capability includes invoice status and customer balances.

## **nVISION - BID PACKAGE (Add-on Module) 605.305.076**

nVision Bid is a comprehensive software solution designed to automate the manual bidding process for school districts and municipalities by effectively creating and managing bids from initial setup to the award stage. All awarded bids can be conveniently converted into requisitions or purchase orders with full historical analysis. Bid provides a centralized database to easily input bids, maintain vendors, and log bid response activity which complies with legal, regulatory, and report requirements. Bid Administrators have the capability to restrict requestor access and control the types of items requestors can add to a bid. Bid is a fully integrated module with nVision and is also available as a stand-alone application.

## **nVISION - TIMEPIECE 605.305.216 – 221**

Timepiece is a real-time, comprehensive, fully integrated time and labor management software solution that allows supervisors to monitor employees' time and attendance with more accuracy and reliability than ever before. Biometric clocks are custom-programmed to handle multiple jobs and budget codes. Data from Timepiece interfaces with both the Payroll and Human Resources modules. .

## **EMPLOYEE SELF SERVICE - OPTIGATE 605.305.900-914**

OptiGate is a central gateway for use with nVision. The Employee Self Service (ESS) is a web portal that keeps supervisors, managers, and employees connected. This provides your employees and managers easy access to essential personal and employment information in a single location.

nVision ESS portal also gives your supervisors and management staff control by allowing them to review, approve, and deny requests such as time off, demographic changes, and dependent information submitted by employees.

Employees can view:

- Demographic and emergency contact information
- Education, certifications, licenses, and classes
- Dependents, spousal information, and beneficiaries
- Payroll checks
- YTD payroll and withholdings
- Voluntary payroll deductions and direct deposit
- Attendance events, balances, and leave requests
- Timesheets

Based upon district request, some of the above can be managed by the employee; approval from district personnel will be required to activate it in nVision.



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# Financial Services

## **nVISION - MHRIC PRODUCTION OPTION 605.305.101 – 110**

The MHRIC uses nVision to produce payroll and AP checks, generate reports, and produce the district W-2s and 1099s via data entered by the district. In addition, the service includes courier delivery of district production, ordering of checks, support for network conductivity, and nightly backup of financial data. This service maintains the district's financial data on a server located at the MHRIC and accessed from the district.

## **W-2 PRODUCTION OPTION 605.305.098**

Any interested district can use this service. The MHRIC staff will create W-2s from district supplied data, print the W-2s in self-sealing addressed envelopes and deliver them to the district.

## **1099 PRODUCTION OPTION 605.305.100**

Any interested district can use this service. The MHRIC staff will create 1099s from district supplied data, print the 1099s in self-sealing addressed envelopes and deliver them to the district.

## **WINCAP SERVICES 605.310**

WinCap is a comprehensive financial system designed exclusively for New York State and New Jersey municipal environments. WinCap modules available for purchase are: Accounting, Purchasing, Payroll, Human Resources, Budget, Accounts Receivable, Bids, and GASB 34. Remote Requisition, Timesheets, Employee Self Service, and Payroll Vouchers are available as separate modules through WinCap Web interface.

## **AFFORDABLE CARE ACT SUPPORT SERVICE 605.315.000 - 002**

The Affordable Care Act (ACA) is here to stay and the government needs timely reports and compliance from employers on offers of coverage for employees. The MHRIC has teamed up with a provider that offers a full range of support for these critical reporting mandates. Districts can sign up for the service no matter what financial software package they are currently using. The provider will work with district staff to determine which employees need coverage, filing of forms, and producing and mailing 1095-C forms on behalf of the district. They will help the district implement and maintain plan compliance and policies, as well as monitor ongoing salary, hourly, and variable-hourly activity. This service is fully eligible for State Aid.

## **ACA 1095-C PRODUCTION OPTION 605.315.004**

Any interested district can use this service. The MHRIC staff will create 1095-Cs from district supplied data, print the 1095-Cs in self-sealing addressed envelopes and deliver them to the district.





## BOARD OF EDUCATION SERVICES

### SCHOOL BOARD MEETING MANAGEMENT 605.205.001-009

As districts endeavor to provide their communities with up-to-date initiatives and accountability information, it is essential that districts have access to an online management system to streamline the sharing of vital information to all. BoardDocs and Simbli provide districts the ability to have both private and public facing materials and information. Simbli offers districts the meeting module as a base and then the district can purchase additional modules to include policies, communications, strategic planning, evaluations, and documents. All modules seamlessly interface with each other. For BoardDocs, a district can choose which option works best for them - BoardDocs LT, BoardDocs Pro and BoardDocs Plus.

Service benefits include two (2) on-site or remote support days to enable MHRIC staff to plan and implement the selected solution and train district staff. Additional on-site or remote support days are available on a per-diem basis. After implementation, ongoing unlimited support includes email, phone, webinars and online assistance.

## EMPLOYEE MANAGEMENT SYSTEMS

### EMPLOYEE MANAGEMENT SYSTEMS (EMS) 605.320

The MHRIC supports the SchoolFront Employee Management System. Track your employees from application through retirement using software specifically designed for school district Human Resources departments. Everything from creating job opportunities and interviewing, new employee onboarding, professional development, APPR tracking, evaluations, and secure file storage is available. Systems integrate with some financial systems and online recruiting sites. Applicants can access the sites from school district websites.

Service benefits:

During the implementation phase, the MHRIC team will work with the district to develop a rollout plan to set up the application and train employees. Once the product is implemented, the MHRIC team provides ongoing virtual, telephone and email support; individual and group training; new employee application training; troubleshooting of application issues; assistance with solving district-related software-specific issues and user group meetings to review procedures and introduce new application features.

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Board of Education Services  
Employee Management Systems



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# Mass Communication

## MASS COMMUNICATION

### **AUTOMATED CALLING: BROADCAST MESSAGING 605.225**

Mass Communication Systems provide a means for school districts to communicate with families, staff, and other stakeholders. The MHRIC supports two (2) Mass Communication Systems, SchoolMessenger Communicate and ParentSquare. Communications can include, but are not limited to emergencies, attendance, food service account balance notifications, transportation notifications, and community outreach. Messages can be delivered via phone, email, SMS text messaging, social media and dedicated apps. Online and mobile apps allow parents, guardians and staff to personalize how they receive messages.

The MHRIC support team coordinates and works as a liaison, overseeing the data integration from your Student and Financial Management Systems into the communication system. Implementation support includes guidance and assistance in setting up the system to best meet the unique communication needs of each district. Initial training is provided for all staff responsible for using the system.

After implementation and training is complete the support team will continue to be available via email and phone to answer questions, assist with the use of the system, provide additional training beyond the basics, and provide training for new users of the system.

### **WEB CONTENT MANAGEMENT SYSTEM 605.226**

The SchoolMessenger Presence Web Content Management System (CMS) is 100 percent compliant with ADA, CiPA, FERPA, and COPPA, has a fully responsive design, and can be integrated with emergency notification systems, custom mobile applications, and social media. The system allows for real-time editing, making it easy for non-technical users to edit and manage content, files and images. The system also includes sophisticated modules for form creation and workflow assistance.

Support includes contract negotiation, budget preparation and procurement, and tracking of project status and district support requests in the MHRIC Support Tracking Database. The MHRIC will act as the liaison between the district and vendor as needed. Annual user group meetings are provided for local member districts to discuss and share their experience with the CMS.

### **CUSTOM MOBILE APP 605.227**

School District Custom Mobile Apps (CMA) are applications that run on any devices that use the Apple iOS or Android operating systems. CMAs deliver key content to parents, students, staff, and the community in an easy-to-use format. With only a simple touch or swipe, users can access district or school news, calendars, lunch menus, sports schedules, notifications, social media, and more. The district is in complete control of the design, content, and app store icon. The CMA feeds off existing data streams that the district publishes routinely. Hosting and technical management including updates are included in the service. New content streams may be added at any time.

Support includes contract negotiation, budget preparation and procurement, and tracking of project status and district support requests. The MHRIC will act as the liaison between the district and vendor as needed. Annual user group meetings are provided for local member districts to discuss and share their experience with the CMA.



# CO-SER 605

## Security and Network Services

Physical Security  
Services

Data Security  
Services

Network Services

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# Physical Security Services

## PHYSICAL SECURITY SERVICES

### SECURITY BASE SERVICE 605-224.001 – 013

The MHRIC Security Service offers a range of technology solutions and options for schools that wish to secure their campus with state-of-the-art, IP-based Video Cameras with image recording capability, Door Access Control, Visitor Management Systems, Panic Devices, and more. The focus of this service is to provide technology solutions, utilizing existing resources and network infrastructure where possible, to keep students and staff safe, and bring awareness of vital security planning, training, and best practices.

This service includes:

- The MHRIC staff will work with the district and vendor to plan a vendor analysis of your existing network infrastructure to support security systems, identification of security needs by building, and recommendations for security systems on your campus.
- Contract administration.
- Procurement, vendor and/or MHRIC installation, training, and ongoing Help Desk support for the technology solutions selected.
- Help Desk assistance with problem solving and call routing to network experts.
- Presentations and communications from security experts to stay abreast of new technologies, procedures, and methods that schools can adopt to keep their students and staff safe.
- School Security Regional Collaboration Committee (SSRCC) meetings for members authorized by their Superintendent to share lessons learned while implementing security systems, as needed.

### VIDEO SURVEILLANCE SYSTEMS (INCLUDES CAMERAS, STORAGE, VIDEO MANAGEMENT SOFTWARE)

This service provides an interior and exterior IP Video surveillance system for school district buildings and grounds. The system can be integrated into the district's existing IP network infrastructure. Cameras may be monitored in real time from multiple locations, and playback of stored video is available as needed.

A variety of cameras are available including: static mounts, pan tilt zoom (PTZ), infrared, exterior weather protected, vandal resistant, and digital zoom. Video recordings are stored on a Network Video Recorder (NVR), located in the district. Access to the district's images is secure and password protected.

### ACCESS CONTROL SYSTEM (INCLUDES BADGE READERS, DOOR STRIKES & CONTACTS, AIPHONE INTERCOMS, AND ACCESS CONTROL MANAGEMENT SOFTWARE)

The Door Access Control Service provides perimeter security for exterior entrances, although, depending on the need, interior doors may also be protected for high value or sensitive locations. The system may be accessed by several means, including proximity cards or key fobs, swipe cards, bar codes, or biometric readers. The system is protected from power outages by battery backup. In the event of a power failure, all doors will be "fail closed" to maintain security. There is the provision for student ID cards to be incorporated into the security door system, if appropriate.



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## SECURITY COMMUNICATION TWO-WAY RADIOS 605.224

Security tools such as radios and indoor/outdoor positioning locator technologies are available through the Security Service. These tools allow district administrators to communicate important information with a click of a button via WiFi functionality and/or communication platforms using a private frequency. There are many products and communications options available, such as:

- Custom-designed systems to meet budget and district requirements.
- Radios operating as both analog and digital, providing flexibility.
- First-responder integration.

One-to-many communications, with the ability to expedite urgent communications, is available.

## VISITOR MANAGEMENT SERVICES 605.224.008 – 009

Visitor management systems (VMS) help schools keep unwanted visitors out, while tracking those they allow in their building. Simply scan a visitor's driver's license (or other state issued ID) and the system instantly screens for registered sex offenders, domestic dispute offenders, and other trespassers. When a visitor is cleared, the software prints a badge with the visitor's information and destination in the school building.

The MHRIC has several different VMS options for schools as follows:

### ▪ RAPTOR VISITOR MANAGEMENT SYSTEM

The Raptor® system monitors visitors, contractors, and volunteers who enter a building and provides instant screening. Each and every visitor is instantly screened against the registered sex offender databases in all 50 states. Raptor can check visitors against custom databases set by each school (including checking for custody alerts and/or banned visitors). Raptor ensures that accurate and reliable records are kept for every visitor that enters your building with the ability to easily create reports.

On-Site Health Screening has been added to Raptor, enabling schools to require visitors, contractors, and volunteers to respond to important health questions on entry. Administration and security personnel will be immediately alerted should a visitor be identified as a potential exposure risk.

Raptor offers two visitor management solutions:

- Greeter station which allows district staff to scan the visitor's ID, take photo, and print out a visitor pass.
- Self-service kiosk for visitors to check in with minimal—or without—staff assistance. The visitor scans their ID. A photo is taken, and, following successful checks against the United States Department of Justice Sex Offender database and the district list of custody alerts/banned visitors, a visitor pass is printed.

# Physical Security Services



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# Physical Security Services

## ▪ **BADGEPASS VISITOR MANAGER**

Registering and tracking visitors and guests to your facility has never been easier! BadgePass Visitor Manager is designed with input and feature suggestions from end user customers, just like you. It is user-friendly and fully integrated with BadgePass Access Manager.

Key features:

- Database integration tools
- Driver's license scanning
- OCR driver's license scanning
- Support for signature and photo capture
- Design and produce customized temporary visitor badges
- Expiring badge options available
- Cross-check against the National Sex Offender Registry
- Integration with Identity Manager employee ID software

## **EMERGENCY MANAGEMENT SERVICES**

### **SHARE911 605.224.100 – 102**

Share911 is a private and secure enterprise social network dedicated to emergency response that connects administration, employees, 911, and police/fire/rescue/EMS personnel, empowering everyone to share critical information with one another in real time. When an emergency is happening in your district, Share911 notifies you immediately and provides administrators and public safety incident commanders with unprecedented real-time visibility to see what's happening—showing you who needs help and who doesn't. With Share911, you can account for all of your employees and students in seconds and keep everyone informed of what is happening during an incident.

This cloud-hosted software is accessible by mobile, desktop, laptop, and any personal device with access to the Internet. The MHRIC will work with districts to obtain email addresses, set up the application, and train staff. This product is easy to use and could be a great addition to your school district's security plan.



## DATA SECURITY SERVICES

### DATA PRIVACY

#### REGIONAL DATA PRIVACY AND SECURITY SERVICE 605.708

The MHRIC provides data security and privacy tools alongside expertise to support districts in the region to meet their data security challenges. A major benefit of this service is the increased confidence of school boards, faculties, parents, and students in their district's ability to protect their data. This service supports district compliance with New York State's Common Core Reform Act, Education Law 2-d. Key features include:

**Inventory Tool:** This tool enables districts to compile a list of their software inventory, as well as link to third-party vendor's software privacy policies and notices, thus enabling districts to comply with provisions of the New York State Parents' Bill of Rights.

**Online Training:** Web-based security awareness training that follows a structured outline, including a formal assessment and printable certificate of completion, is offered for district teachers or staff.

**Digital Digests & Archived Digests:** Quarterly newsletters are available on the topic of data privacy and security featuring current information, effective strategies, best practices, and leadership resources. Digital blasts are used to keep districts informed on the latest developments in the field.

**Webinars:** Dive even deeper with webinars on featured topics.

#### PHISHING TESTS AND STAFF AWARENESS TRAINING 605.706.001-003

The MHRIC Phishing Security Audit Service provides access to online training programs that staff may complete at their own pace. The concepts and examples will educate staff about the types of emails they may wish to delete or bring to an administrator's attention. Staff awareness training is the most effective and most economical way to fight cyber attacks. Through a combination of periodic email phishing tests sent to your staff, as well as online security awareness training, you can dramatically improve your defenses against a network, data, or cyber attack. The service also provides detailed phishing participation reports, which are generated and sent to your district for review and potential follow-up.

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# Data Security Services



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# Data Security Services

## **NEW** CYBERSECURITY MONITORING & INCIDENT RESPONSE 605.706.004

This service provides a physical or virtual device which sits inside a district network and passively monitors traffic looking for patterns and indications that a district may have a cybersecurity incident happening or about to happen. This data is monitored 24 x 7 by engineers skilled in cyber security and dedicated to threat hunting and incident response. In conjunction with industry recognized global support, MHRIC staff will work with district staff to continually identify and mitigate security concerns, adding a local support mechanism in which to turn.

When an anomalous network condition is detected, the engineer will make contact with the MHRIC. If needed, the monitoring drive can be configured to begin blocking the suspect traffic until a district technician is able to arrive onsite and take additional actions as needed. Additional incident response services are available through this service utilizing industry leading cybersecurity analysts.

## **NEW** DATA CLASSIFICATION 605.706.005

Knowing and understanding where sensitive data resides on your network is the first step in making certain that data is adequately secured. The need to keep that information out of the wrong hands is not new, however, the regulations continue to change. The staff at MHRIC will work with our districts to identify and secure that information, focusing on helping the district be compliant with the changing regulations.

Using a variety of automated tools combined with manual review, MHRIC staff will be able to identify the location of personally identifiable and sensitive information stored within the district's resources. Once identified, a comprehensive review of user access rights will be completed and a thorough corrective action plan will be made available to the district. Quarterly, semi-annual and annual reports are available.

## **DATA AND NETWORK SECURITY 605.707.002**

Due to a changing world, there is an increasing responsibility to implement information security policies, guidelines, and procedures. The MHRIC can provide expertise in telecommunications and network security, information security, security management practices, virus protection, content filtering, firewalls, and intrusion detection for wired and wireless networks. This offering can be customized to a district's needs.





## NETWORK SERVICES

### OUS WAN SERVICE 605.605

This service provides Wide Area Network (WAN) capacity that inter-connects district buildings at bandwidths ranging from 100 Mb/s to 10 Gb/s (based on district preference and availability). It also connects the district hub to the county hub, allowing access from the district to other locations within the Mid-Hudson region and the Internet. Presently this service is only available to school districts located in Orange, Sullivan, or Ulster counties.

### NETWORK AUDIT 605.707.001

The MHRIC can provide answers and solutions to technical network issues. As part of an audit, a network map will provide districts with graphical representations of their local area networks. A needs analysis will be performed. Consultation, planning, and design assistance are available to analyze the needs and identify appropriate software and hardware configurations. Recommendations for network improvement are also offered.

### DISASTER RECOVERY/OFF-SITE DATA STORAGE 605.705.001

With increased amounts of data being stored on minicomputers and network servers, there is a need for backup data to be stored off-site and the concurrent need for the development of a disaster recovery plan. The MHRIC can back up a district's services and critical data remotely and provide off-site storage. Restoring files is just a few mouse clicks away.

MHRIC disaster recovery planning professionals can address a district's disaster recovery or off-site data protection needs.

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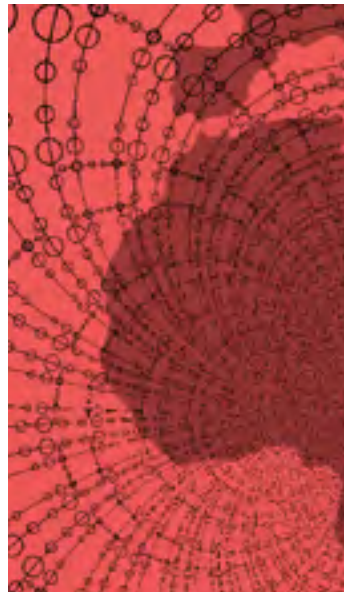
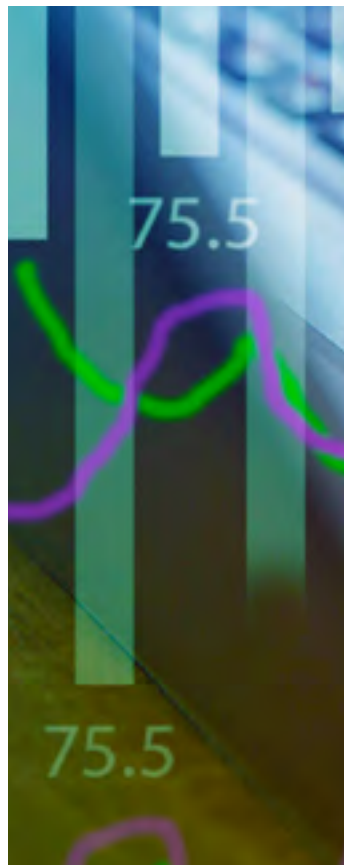
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# Network Services









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