

# 2024-2025 Services Guide



# MHRIC



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## CO-SER 605

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Dear Colleagues:

This past year, we have worked to implement a new Customer Management System called Salesforce. This will allow our staff to better track our customer needs and be able to assist you in a more efficient manner. Additionally, there is now a form posted on our website to submit a help desk ticket which will be routed to the appropriate department in our Salesforce system.

We have changed our OPAL (Office Professional Applications Learning) CoSer to OPT - Office Professional Training. Part of this rebranding is that we have some exciting new offerings if your district is a CoSer member. Check out our description for more information.

Did you know that:

- State reporting is mandatory for school districts to meet statewide accountability metrics?
- State reporting is directly tied to funding, and inaccurate reporting can cost your district money?
- State reporting is now visible to external district stakeholders; such as, parents, taxpayers, and voters?
- State reporting is not a once-a-year process, and NYSED expects to be able to pull accurate data at any time from your district?

This is why we have expanded our Data Warehouse service to include four experienced staff members to assist any district staff, no matter the position, to ensure you have the help you need.

As always, cybersecurity is on the forefront of our concerns and we continue to look for ways to expand our support to our districts.

The entire team at the MHRIC thanks you for your continued support. Please don't hesitate to reach out to us with any questions or concerns. We are here to support you.

Kindest regards,

Danielle Yeomans





**ADMINISTRATION**

Yeomans, Danielle - Director  
Holmes, Edan  
Restaino, Donna

**FINANCIAL SERVICES**

Lane, Tenisha - Manager  
Barnes, Jonathan  
Campilii Lutz, Ann  
Harris, Tom  
Mukollari, Sam

**FOOD SERVICE  
MANAGEMENT  
& MASS COMMUNICATION**

Frost, Charise - Coordinator  
Grossman, Konrad

**OPT SERVICES**

Heiles, Barbara  
Solazzo, Chris  
Uhl, JoAnn

**STUDENT SERVICES**

Kagafas, Stefanie - Manager  
Louis, Pascale - Coordinator  
Benoit, Allan  
Callan, Kristina  
Dellaventura, Sarah  
Filderman, Joel  
Forrest, Louisa  
Hasbrouck, Kathy  
Silva, Rafael  
Steipp, James  
Turner, Denise

**PRODUCTION/COURIERS**

Denault, Brian  
Noto, Lou  
Rogers, Robert (Buck)

**TESTING & SPECIAL SERVICES**

Adin, Dr. Mariah - Manager

**DATA MANAGEMENT SERVICES**

Gutfreund, Helen  
Ruggio, Michelle  
Stokas, Samantha  
Walkowiak, Pamela

**SPECIAL SERVICES**

Cheatham, Shawn  
Leiner, Sarah  
Veaz, Samantha

**TESTING & REPORTING SERVICES**

Adourian, Laurie  
Mercado, Mia-Virginia  
Zaoutis, John

**PROGRAMMING**

Cordoni, Shannon  
Lohmeyer, Ken  
Smith, Chris

**TECHNICAL SERVICES**

Drake, John - Manager  
Bartolini, Donna  
Belfiglio, Carl  
Christensen, Art  
Grace, Damon  
Jablonski, Mike  
Koshy, Shaji  
Kruppenbacher, Ken  
Monsanto, Alan  
Restaino, Kevin  
Wilson, Jason



**CO-SER 505**  
**Office**  
**Professional**  
**Training**  
**(OPT)**



## CO-SER 505

# OFFICE PROFESSIONAL TRAINING (OPT)

*(formerly known as OPAL)*

OPT offers planned support and continuous training for a district's office applications and includes the following:

### INDIVIDUALIZED TRAINING SESSIONS

Can't make any of the regularly scheduled classes? Need more assistance on a particular software product or application? Have a specific project you need to complete that you want support with? Have a targeted topic that you need covered (previously offered as coffee break classes)? If so, then individualized training is for you! These sessions will provide up to two hours of interactive one-on-one online instruction, tailored to your needs. In-person sessions are also possible.

### UNLIMITED 60 TO 90-MINUTE REGULAR CLASSES

Having trouble with Excel? Tasked with putting together a flyer? Do you need to learn how to work with Google products for your new position? With multiple offerings of the most popular classes, join us to brush up on your skills or learn a specific part of an application you are not familiar with.

### **NEW** ASK ME ANYTHING

Adobe, Google, and Microsoft - our trainers will be available to assist you in these drop-in sessions offered several times each month. If we don't know the answer right away, we will get back to you.

### **NEW** ON-DEMAND VIDEOS

Don't have enough time for our full-length classes? Regularly added on-demand videos are available that range from one minute to up to ten minutes and include a wide variety of Google and Microsoft how-to tips and tricks. You can find these on our website! Contact [opt@mhrhc.org](mailto:opt@mhrhc.org) to receive your passkey to access this password-protected section of the MHRIC website where these OPT resources will be housed.

### **NEW** ONLINE ALL-DAY OFFERINGS

For a few select dates during the year, we will have all-day online trainings that your staff can sign up for to freshen up on their Google and Microsoft skills.

### IN-DISTRICT TRAININGS

Districts are entitled to nine hours of small group training for staff members on a particular topic. The district determines the topic, schedule, and location, in consultation with our available trainers. In-person trainings at the district must use a minimum of three hours.

## CONTACT

Mariah Adin, Ph.D.

[opt@mhrhc.org](mailto:opt@mhrhc.org)

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1395

# Office Professional Training (OPT)

## CONTACT

Mariah Adin, Ph.D.

[opt@mhrhc.org](mailto:opt@mhrhc.org)

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1395

# Office Professional Training (OPT)

## 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

Electronic  
Health Systems

Testing &  
Reporting Services

Food Service  
Management  
Systems



## CONTACT

Stefanie Kagafas

skagafas@mhrhc.org

Manager, Student Services

Phone: (845) 255-1450 ext. 1362

# 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.

### **INFINITE CAMPUS WEB-BASED STUDENT MANAGEMENT SYSTEM 605.414**

Infinite Campus provides districts with the tools needed to streamline student administration, enable stakeholder collaboration, and personalize learning. The entire student information system (SIS) is web-based so educators, parents, and students have access to information from anywhere at any time. The SIS serves as a district-wide transactional data warehouse, allowing student data to be entered once and used across the district in real-time, supporting data-driven decision making.

*Districts interested in implementing SchoolTool™, Infinite Campus, 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
- Import 4 & 8 Science test scores, if requested
- Regularly scheduled conference calls, if requested
- On-demand training, up to four (4) days included with this service. Additional virtual sessions may be offered as time permits
- Creation of needed extracts, where possible/available (up to six (6) per district).
- Ad hoc reporting
- Scheduling school year set up
- End-of-Year processing
- Notification of updates & downtime to apply the updates
- Vendor led training opportunities including but not limited to new release overviews
- MHRIC led live or pre-recorded webinar
- User group meetings

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**  
**Infinite Campus 605.414.151**

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.
- On-demand training, up to four (4) days included with this service. Additional virtual sessions may be offered as time permits.

## CONTACT

Stefanie Kagafas

skagafas@mhric.org

Manager, Student Services

Phone: (845) 255-1450 ext. 1362

Student Services



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Stefanie Kagafas

skagafas@mhrhc.org

Manager, Student Services

Phone: (845) 255-1450 ext. 1362

# Student Services

- Creation of needed extracts, where possible/available (up to six (6) per district).
- Ad hoc reporting.
- Scheduling school year set up
- End-of-Year processing
- Notification of updates & downtime to apply the updates
- Vendor led training opportunities including but not limited to new release overviews
- MHRIC led live or pre-recorded webinar
- User group meetings

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**  
**Infinite Campus 605.414.150**

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 and help desk telephone support, as well as:

- NYSED data warehouse imports
- On-demand virtual training, up to three (3) days included with this service
- End-of-Year processing
- Notification of updates & downtime to apply the updates
- Vendor led training opportunities including but not limited to new release overviews
- MHRIC led live or pre-recorded webinar
- User group meetings

Districts opting for Basic Service will be required to perform all of the tasks included in the Plus Service including but not limited to in-person training, printing of schedules, progress reports, and report cards. Creation of imports, exports, and ad-hoc reporting are not included with this service. Additional service fees will apply for districts requiring MHRIC support for these functions.

## HOSTING STUDENT MANAGEMENT APPLICATION, WEB AND DATABASE SERVERS

Included in this service is the hosting of your district's database, web and application servers in the vendor's cloud. 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. 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 REPORT CARD 605.413.051-053**

Included in this service is the creation of the report card templates for each grade level, as well as support and training for the district in setting up the following for the elementary school(s): course catalog, grading setup, creating the master schedule, and running student schedules. Up to one (1) remote training session is included with this service.

### **Infinite Campus ELEMENTARY REPORT CARD 605.414.051-053**

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 application and available to teachers. Included in this service is the support and training for the district to set up the following for the elementary school(s): course catalog, grading scales, rubrics, creating the master schedule, and generating student schedules. Up to one (1) remote training session is included with this service. For canned report cards, the MHRIC will make requested updates to competencies for the following school year.

### **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.

## **CONTACT**

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skagafas@mhric.org

Manager, Student Services

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Student Services





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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. The MHRIC team 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. The MHRIC team 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.

Services Include:

- An entire team of highly experienced MHRIC data support staff members to assist your district
- Data reviews/checks for all public districts in the four-county region with personalized outreach to district stakeholders in need of assistance regarding missing or incomplete data
- Creation and maintenance of an online resource library that includes up-to-date print and presentation resources, as well as short videos regarding detailed aspects of the data reporting process to provide 24/7 access to a robust "Knowledge Base" of data-focused digital resources

## CONTACT

Mariah Adin, Ph.D.

madin@mhrhc.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# Data Services



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Mariah Adin, Ph.D.

madin@mhrhc.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# Data Services

- All-encompassing live training on New York State data reporting for district stakeholders including increased training on Data Warehouse Levels 1 and 2 reporting libraries, and up-to-date guides
- A "Monthly Task List" and shared Google Calendar to keep districts on-task and able to meet upcoming deadlines
- Four interactive and informative Data Coordinator meetings throughout the year to update district stakeholders on new regulations and best practices
- Helpdesk assistance with Level O account creation, maintenance, and resets
- Unlimited phone and email support for District Data Team Stakeholders

### **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.



## DATA MANAGEMENT SERVICES

### 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.

## CONTACT

Mariah Adin, Ph.D.

[madin@mhric.org](mailto:madin@mhric.org)

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

Data Management  
Services





## CONTACT

Mariah Adin, Ph.D.

madin@mhrhc.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# 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. 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. In-person and online training sessions, content workshops and user group meetings are included along with ongoing telephone and email support.

## **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.

On-going support includes update Frontline RTI documentation; telephone and email support; in-person and online 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, 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 O); Import Grades 3-8 ELA & Math Assessment scores, Grades 4 & 8 Science Assessment scores, Regents, RCTs, NYSESLAT & NYSAA and RTI Edge User Group meetings.

## **CONTACT**

Mariah Adin, Ph.D.

[madin@mhrhc.org](mailto:madin@mhrhc.org)

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

Special Services



## CONTACT

Mariah Adin, Ph.D.

madin@mhrhc.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# Special Services

## 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.

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. In-person and online training sessions, content workshops and user group meetings are included along with ongoing telephone and email support.



## CONTACT

Mariah Adin, Ph.D.

madin@mhric.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

## 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, in-person and online 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.

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

# Special Services





## CONTACT

Mariah Adin, Ph.D.

madin@mhrhc.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# Special Services

## **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 and assist with the setup of Frontline Medicaid and provide documentation.

Ongoing support includes in-person and online training sessions and user group meetings; virtual, phone and email support.

## **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.

Ongoing support includes updates of IEP documentation, in-person and online training sessions, content workshops, and unlimited telephone and email support.



## ELECTRONIC HEALTH SYSTEMS

### ELECTRONIC HEALTH RECORD (EHR) AND SCHOOL NURSING MANAGEMENT SYSTEMS 605.115

#### SNAP HEALTH CENTER ELECTRONIC HEALTH RECORD (EHR) MANAGEMENT SYSTEM

SNAP Health Center is designed by nurses, for nurses. SNAP is a secure, web-based software suite that simplifies the K-12 school health clinic to improve student health outcomes, save school nurses time, and reduce district liability.

- Eliminate redundant data entry and improve documentation with a simple, point-and-click design.
- Capture student and critical health data from any Student Information System software.
- Expedite workflow, save time, and improve operations with a paperless health clinic.
- Maximize the financial health of your district with integrated Medicaid billing.
- Benefit from innovative solutions designed by school nursing professionals with firsthand insight.
- Streamline communication and access to information among parents, teachers, and district staff.
- Improve student health care through efficient data collection and data-driven results.
- Protect student health data and reduce liability with FERPA / HIPAA compliant software.

MHRIC Support includes: Management of data integrations for districts participating in MHRIC Student Management Services; implementation support; vendor management; and license renewals.

#### FRONTLINE ELECTRONIC HEALTH RECORD (EHR) AND SCHOOL NURSING MANAGEMENT

Frontline's EHR & School Nursing Software supports the school nurse's office by bringing efficiencies and standardizing care for students and staff. With EHR and School Nursing Management, you can ensure consistent documentation; create, execute, and monitor care plans; and track screenings, immunizations, medication administration, staff trainings, and certifications. The system is FERPA- and HIPAA-compliant and even supports health service Medicaid billing in many states, to bring critical funds back into the school district.

- Make documentation easy with custom templates designed around district protocols and every type of health need.
- Easily manage immunizations and provisional admissions, and make the screening process simple, consistent, and fast.
- Effortlessly schedule and administer medication and track prescription inventory.

## CONTACT

Mariah Adin, Ph.D.

[madin@mhrhc.org](mailto:madin@mhrhc.org)

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

Electronic Health  
Systems



## CONTACT

Mariah Adin, Ph.D.

[madin@mhrhc.org](mailto:madin@mhrhc.org)

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

- Track staff training and certifications, and securely communicate with parents via the Health Portal.
- Report on nearly anything, and quickly identify patterns and trends for early intervention.
- Eliminate redundant and error prone data entry with built-in Medicaid billing codes.

MHRIC Support includes: Management of data integrations for districts participating in MHRIC Student Management Services; implementation support; vendor management; and license renewals.

# Electronic Health Systems



## 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, NYSA, 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, 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.

## CONTACT

Mariah Adin, Ph.D.

madin@mhric.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# Testing and Reporting Services





## CONTACT

Mariah Adin, Ph.D.

madin@mhrinc.org

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# 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
- Regents Exams

## **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.

## **CONTACT**

Mariah Adin, Ph.D.

[madin@mhric.org](mailto:madin@mhric.org)

Manager, Analytics &  
Coordinated Support Services

Phone: (845) 255-1450 ext. 1246

# Testing and Reporting Services



## CONTACT

Charise Frost

cfrost@mhrhc.org

Coordinator, Customer Support

Phone: (845) 255-1450 ext. 1262

# 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, which is an integrated sync, 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



## CONTACT

Charise Frost

[cfrost@mhrhc.org](mailto:cfrost@mhrhc.org)

Coordinator, Customer Support

Phone: (845) 255-1450 ext. 1262

# Food Service Management Systems



- End-of-year processing
- Start-of-year processing
- FRPL Reporting; Supports sync to SIS for Level O
- MySchoolApps support
- Vending services
- BEDS Day snapshots
- Verification processing
- Direct Certification matching process
- Provide training and support for Summer Food Service Programs

**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





## 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, 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 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 SANDBOX ENVIRONMENT 605.305.083**

Have you ever wanted to see how a transaction or process affects your nVision financial system prior to instituting it in production? Now you can with an nVision sandbox environment!

The sandbox testing environment enables a user to test out a new process or try a different way of processing a job without needing to worry about negatively impacting your production data. Because it is a separate environment, utilizing a Sandbox model helps protect "live" servers and their data from changes that could be damaging to a mission-critical system or which could simply be difficult to revert.

This service is a great addition to your existing nVision service as it creates a perfect training environment for both new and seasoned nVision users to get to know nVision without the risk of corrupting your live financial data.

## CONTACT

Tenisha Lane

tlane@mhric.org

Manager, Financial Services

Phone: (845) 255-1450 ext. 1330

Financial Services



## CONTACT

Tenisha Lane

tlane@mhrinc.org

Manager, Financial Services

Phone: (845) 255-1450 ext. 1330

# Financial Services

## **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.

## **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. .



## **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.

## **CONTACT**

Tenisha Lane

[tlane@mhric.org](mailto:tlane@mhric.org)

Manager, Financial Services

Phone: (845) 255-1450 ext. 1330

Financial Services



## CONTACT

Tenisha Lane

tlane@mhrhc.org

Manager, Financial Services

Phone: (845) 255-1450 ext. 1330

# Board of Education Services Employee Management Systems

## 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's board management software includes a suite of integrated modules that help boards streamline and maximize productivity to stay focused and aligned on the things that matter most. Simbli offers six modules – Meetings, Policy, Planning, Evaluations, Communications, and Documents. All modules seamlessly interface with each other, but can be purchased separately to fit your district's needs. 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.

## 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, teacher/parent messaging, newsletters, 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 and troubleshooting support for new users of the system.

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

The SchoolMessenger Presence Web Content Management System (CMS) is fully 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 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 member districts to discuss and share their experience with the CMA.

## CONTACT

Charise Frost

[cfrost@mhric.org](mailto:cfrost@mhric.org)

Coordinator, Customer Support

Phone: (845) 255-1450 ext. 1262

Mass Communication





# CO-SER 605

## Security and Network Services

Physical Security  
Services

Data Security  
Services

Network 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.

## CONTACT

Tenisha Lane

tlane@mhric.org

Manager, Financial Services

Phone: (845) 255-1450 ext. 1330

# Physical Security Services



## CONTACT

Tenisha Lane

tlane@mhrhc.org

Manager, Financial Services

Phone: (845) 255-1450 ext. 1330

# Physical Security Services

## SECURITY COMMUNICATION TWO-WAY RADIOS 605.224.150-151

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. Systems can include web-based access; and in the event of a potential threat, the ability to instantly alert designated officials, such as administrators and law enforcement, via email, text messaging, and/or paging. VMS software can also be used to track and report volunteer hours. Products and vendor services are chosen via an RFP process each service year to obtain the best pricing possible for member school districts.

Please contact the Physical Security Manager for more details.

## EMERGENCY MANAGEMENT SERVICES 605.224.100-105

When an emergency is happening in your district, having an all-in-one emergency management system that alerts staff, students, and emergency personnel is crucial to mitigating the incident.

Keep staff and students safe through simplified notification, preparedness, emergency response, and reunification with the use of a mobile app, desktop or laptop, web-page, or personal device.

Stay in control for drills, active incidents, and reunification by keeping vital teams apprised through a centralized, cloud-based user experience. Reinforce the culture of safety within your district by ensuring staff and students are prepared for any emergency, reducing your compliance risks.

This system could be a great addition to your school district's security plan as it will build confidence between school staff and first responders with clear visibility, real time communication, and seamless support across critical safety needs throughout preparation, response, and recovery.



## 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:** 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.

## CONTACT

John Drake

jdrake@mhric.org

Manager, Technical Services

Phone: (845) 255-1450 ext. 1341

# Data Security Services





## CONTACT

John Drake

jdrake@mhrinc.org

Manager, Technical Services

Phone: (845) 255-1450 ext. 1341

# Data Security Services

## CYBERSECURITY MONITORING & INCIDENT RESPONSE 605.706.004

The MHRIC Cybersecurity Monitoring and Incident response provides a complete end-to-end solution to school districts and municipalities by leveraging cutting edge threat hunting technology, ground breaking artificial intelligence (AI), and skilled cybersecurity analysts. The service provides real time protection 24 hours a day, seven days per week. Some key aspects of the service are:

- Provides a proprietary Network Detection and Response (NDR) appliance to threat hunt in your environment
- Managed Detection and Response (MDR) to monitor the environment and take preventative action
- Email and Office Protection (prevents threats from entering your user's inbox)
- Has optional Endpoint, Patch Management, & Virtual Private Network (VPN) services available
- Is completely vendor agnostic and does not force a district or municipality to replace their existing network hardware
- Is completely agentless, allowing all network devices to be seen and that traffic analyzed including bring your own devices (BYOD); such as, Chromebooks, iPhone, Android, heating, ventilation, and air conditioning (HVAC), and camera systems
- Provides real time analytics on applications running in the environment and the risk associated with them
- Operates as a Security Information and Event Management (SIEM) product
- Completes much of the National Institute of Standards and Technology (NIST) SI-4: Information System Monitoring sections of the framework
- All network traffic is run through antitbot, antivirus, intrusion prevention system (IPS), and threat emulation engines
- Blocks threats in real time
- Integrates and ingests logs from existing district tech such as firewalls, endpoint protection, etc.
- Analyze email systems and prevent malicious content from hitting the user's inbox
- Includes incident response hours to assist in mitigation should an incident occur
- Provides cleanup tools for compromised Windows, Mac, and Linux hosts
- Provides vulnerability information on hosts within the environment
- Ingest indicator of compromise (IOC) feeds from numerous sources including Multi-State Information Sharing and Analysis Center (MS-ISAC)

Proof of Concepts (POC) are available for 30 days at no cost.





## **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.

## **SUPPORT TO CLOUD-BASED SERVICES 605.702**

The MHRIC provides support to secure cloud-based services for productivity, access management, identity management, and collaboration needed to run a district. These products are available through the RIC-only contracts and provide consortium pricing and data privacy agreements. This includes: Google Workspace, Microsoft 365 Education, Classlink, JAMF, Remind, and others. Please contact us for a full list.

**Contact:** [helpdesk@mhric.org](mailto:helpdesk@mhric.org)

## **CONTACT**

John Drake

[jdrake@mhric.org](mailto:jdrake@mhric.org)

Manager, Technical Services

Phone: (845) 255-1450 ext. 1341

Data Security Services



## CONTACT

John Drake

jdrake@mhrhc.org

Manager, Technical Services

Phone: (845) 255-1450 ext. 1341

# Network Services

## 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.





175 Route 32 North  
New Paltz, NY 12561  
(845) 255-1450

[www.mhric.org](http://www.mhric.org)

