

CAREWare Listening Session

Questions & Answers

This document was developed by the Healthy Start TA & Support Center (TASC), with support from the Division of Healthy Start and Perinatal Services (DHSPS), to address any questions, concerns, or feedback shared during the CAREWare Listening Session that took place on February 2, 2021. For any additional questions or assistance, please email careware@nichq.org.

Question: Why was CAREWare created?

CAREWare was developed to support Healthy Start grantees in collecting and reporting high-quality data. DHSPS set out to create CAREWare as a database that could be offered to all Healthy Start grantees with no cost or contract necessary and that would be continuously updated to meet data collection and reporting requirements.

Question: Is there a way to extend the automatic time-out?

Thank you for this question. We have added this to our list of potential enhancements to explore for CAREWare.

Question: When will the benchmarks, progress, and performance reports be available in CAREWare?

DHSPS and TASC understand the importance and value of integrating the benchmarks, progress, and performance reports in CAREWare. We are committed to integrating these reports and they will be prioritized in the next round of development. TASC will share more information when it becomes available through a new monthly CAREWare Updates newsletter. If you are interested in receiving these monthly CAREWare Updates, please email careware@nichq.org.

Question: Can CAREWare automatically upload HSMED-II reports?

Currently, grantees who are using CAREWare to generate client-level data for HSMED-II need to upload the CSV or XML files manually in the Electronic Handbook (EHB). If submitting data to HSMED-II automatically in CAREWare is an enhancement that grantees would like DHSPS and TASC to explore further, please email careware@nichq.org and let us know.

Suggested Enhancement: Add instructions on forms, including when to update each screening tool.

The data collections forms were last updated in December 2020 and can be found [here](#) on the EPIC website. Please note, the questions in the data collection forms remained the same. The update provides more information on when and how to update the data collection forms. TASC regularly reviews the data collection forms as new versions or updates are released to ensure CAREWare reflects the most recent information.

Feedback/Concern: I want to hear from other grantees using CAREWare.

Thank you for your interest in learning more about CAREWare. To be connected to a grantee who is using CAREWare, please email careware@nichq.org.

Feedback/Concern: I did not find technical assistance from jProg to be particularly helpful.

Thank you for your feedback. jProg, as the developers of CAREWare, were previously providing technical assistance to support the use of CAREWare by Healthy Start grantees. However, as of January 16, 2021, jProg is no longer providing direct support to grantees. All questions, concerns, or feedback related to CAREWare should be directed to careware@nichq.org. The Healthy Start Data Team and jProg will be consulted when needed. We hope this new process for support will allow any CAREWare-related inquiries to be resolved more efficiently.

Feedback/Concern: I am unable to tab to each question.

Thank you for this feedback. The ability to 'tab' from one field to the next is available in CAREWare. Please email careware@nichq.org if you are experiencing an issue with this function.

Feedback/Concern: Valuables in the dropdown tabs are not in order.

Thank you for this feedback. We will review the data collection forms to ensure the order of the answer choices match that in the paper/fillable PDF forms.