West Virginia Department of Health and Human Resources
Bureau for Public Health, Center for Local Health

Local Board of Health FY2017 Program Plan
Frequently Asked Questions and Answers

Q1. Will agencies be able to save documentation submitted through the Program Plan SharePoint site?

Yes. Agencies can download all documentation saved to SharePoint and should maintain records independent from SharePoint.

Q2. Who can I contact with questions related to the Program Plan SharePoint site?

For any questions related to SharePoint, contact the Center for Local Health at: (304) 558-8870 or by e-mail at dhhrbphclh@wv.gov.

Q3. How do I receive access to the Program Plan SharePoint site?

All administrators and health officers received an e-mail on 4/15 with instructions to submit staff names for access to dhhrbphclh@wv.gov by 4/20. Two agencies have not yet submitted names for access to the site.

Q4. How do I know if I have access to the Program Plan SharePoint site?

All users receive an e-mail as soon as they have been added to the site with a link to the site. User names submitted by agencies on 5/2 or later will be added as soon as possible.

Q5. What are the IT requirements to access the Program Plan SharePoint site?

For the best functionality, SharePoint should be accessed using the Internet Explorer browser. A wv.gov e-mail address is the only requirement to be able to access the site. The site can be accessed outside the network and should not require VPN login. Users experiencing technical difficulties may contact the Office of Technology Service Desk at (304) 558-9966 or the Center for Local Health. The site may request your user name and password when logging-in for the first time or from a different computer.

Q6. How do I save my agency's answers to SharePoint Forms and Surveys?

After you have completed a form or survey, you may access it by clicking on the "Edit" link associated with that form or survey in the table on the SharePoint homepage. Click on "Actions" and select "Export to Spreadsheet" and follow the prompts. Once you have completed a form/survey, you can print it.

Q7. My agency is listed under "Document Libraries."   What is a document library?

SharePoint is a document management system in Microsoft. The document library is a space where agencies can upload required documentation and/or edit documentation. Each agency has a document library within the SharePoint site.

Q8. How do I save my agency's reports that are submitted through report templates in my agency's SharePoint folder?

Click on your agency's SharePoint folder. Click on the document you would like to download. Select "Edit." Go to "File." Select "Save As." Follow the prompts to save the document to the location/folder you select.

Q9. How do I get back to the homepage?

You can always access the homepage by clicking on the "Reporting" icon in the upper left corner of your screen.

Q10: Where can I locate my Board of Health member information?

The appointing authority (County Commission) is responsible for the appointment of Board of Health members as per *W.Va. Code* §16-2-7-9 and is the source for all information regarding Board of Health member appointments. We recommend you contact your County Commission if you need information concerning your Board of Health members. In addition, we recommend your agency designate how this information will be maintained within your agency.

Q11: How do I access the report listed in the table on the Welcome page?

Under the column listed as "Report Name" scroll to the document you wish to open. If the name of the document is highlighted then place your mouse over the name and left click. This will open the form for data entry.

Q12: What if I need to edit a report listed in the table on the Welcome page?

To edit a document you will see the word "edit" to the right of the document name in the table. Move your mouse over the word "edit" and left click. This will open the form for data entry.

Q13: There are documents to upload. How do I do this in SharePoint?

To upload a document: 1) click on your agency's document library; 2) click on the arrow next to "Upload" and from the drop-down select one or multiple documents; 3) click "browse" and go to the location on your computer where the document is stored; 4) select the document and click "Open" 5) click "OK." This will upload the document to your document library. *Note: Do not upload documents to the "Shared Documents" folder located at the bottom of the menu on the left-hand side of the screen. This allows the documents to be viewed by everyone with access to the site.*

Q14: There isn't a place to enter Board of Health member political affiliation. Is this still required?

It is the responsibility of the appointing authority to appoint, by vote, the Board of Health members and to ensure the statutory requirements are met in accordance with *W.Va. Code* §16-2-7-9 and that the Board of Health is organized in accordance with *W.Va. Code R* §64-73-1.

Q15: Our agency just completed a Community Health Assessment. Are we required to submit an Implementation Plan?

As described in the Basic Public Health Services FY2017 Program Plan Guidance and the SharePoint Submission Instructions, local health departments are required to complete the Community Health Implementation Form in SharePoint. Agencies with a current Implementation Plan are also encouraged to upload their Plan to their document library. Health implementation/improvement planning is one component of the community health promotion basic public health service: "Community health promotion including assessing and reporting community health needs to improve health status, facilitating community partnerships including identifying the community's priority health needs, mobilization of a community around identified priorities and monitoring the progress of community health education services" (See *W.Va. Code* §16-2-11).

Q16: What are the documents we are required to submit?

The required documents for FY2017 are described in the Basic Public Health Services FY2017 Program Plan Guidance and the SharePoint Submission Instructions. Required documentation is also included on the SharePoint site in the FY2017 Program Plan Documentation: Submission Table.

Q17: What is the timeframe for the questions listed in the *FY2017 Program Plan: Basic Public Health Services Checklist*? Do the questions refer to whether we provided the services during FY2016 or if we will provide the services for FY2017?

The questions identify basic expectations and intent regarding whether your agency will have the capacity to provide the service or program during FY2017. If your agency answers "no" to any of these questions you are required to document your agency needs and improvement plan.

Q18: Are there written instructions for the Personnel Report?

The Personnel Report contains data that was downloaded into an Excel file from the 2016 Program Plan in order to allow for updates and reduce the amount of data entry required. Please note that when State Health Command is activated, the following fields are frequently used: employee name, credential, emergency phone, cell phone, pager number, pager ID, email address and contact roles. If you are a new administrator or employee responsible for completing this section that did not complete this information last year and have specific questions please contact the Center for Local Health by phone at 304-558-8870 or send your questions to the Center mailbox at dhhrbphclh@wv.gov.

Q19. Where can I locate rules referred to in the FY2017 Program Plan: Basic Public Health Services Checklist?

WV Code and Rules are located on the Center for Local Health's website. You may access the site by using the following link: Center for Local Health: WV Code & Administrative Law

Q20: In the *Local Health Department Information* form there is a space to enter driving directions. What driving directions are needed and from where?

This question is referring to the driving directions from 350 Capitol Street, Charleston, WV 25301 to the physical location of the health department.

Q21: Why are there two boxes for website information? What goes under box titled "Description"?

The first box labeled "website address" is where you enter the URL. The "description" box is for the name of the website. For example, the URL for the Center for Local Health is www.dhhr.wv.gov/localhealth/ and the description is "West Virginia Bureau for Public Health, Center for Local Health."

Q22: The *Board of Health Contact Information* form has a paperclip which says "attach file." What file is to be attached?

The paperclip is only a placeholder which provides the capability to upload documents. At this time there are no Board of Health documents to be uploaded – please refer to FY2017 Program Plan Documentation: Submission Table for required documents.

Q23: Where do I enter contract staff expenditures?

The projected personnel expenses for contracted staff should be included in the "Current Operating Expenses" category. This is located in cell D27 in table 1 of the FY2017 Projected Budget (FY2017 tab).

Q24: Is the full-time equivalent information (FTE) for contracted staff to be reported in Program Expenditures?

Yes, the full-time equivalents (FTE's) are to be reported in the FY2017 Projected Budget for all contracted staff. Enter this information by program in cells F42-F73 in table 2 of the FY2017 Projected Budget (FY2017 tab).

Q25: Are contracted staff to be entered in the Personnel Report?

Yes. The Personnel Report includes all staff working in the health department, both classified service personnel and contracted staff. Please refer to item #5 in the FY2017 Program Plan Documentation: Submission Table.

Q26: What is recorded in the Federal Revenue category (i.e. WIC and Immunization)?

All projected revenue which comes from federal sources is to be recorded in the Federal Revenue category. Please refer to the Terms and Definitions in the FY2017 Projected Budget document for specific definition and guidance of federal revenue.

Q27: Where can I find the Board of Health Acknowledgement Form?

The form was attached to the e-mail distributed by CLH on May 2nd which also included SharePoint instructions. It is also available on the SharePoint site in the Shared Documents folder.

Q28: Do I need to submit a Community Health Implementation Plan?

There has been some confusion about the submission requirement related to the CHIP. Agencies are required, as they are every year, to complete the CHIP form, located in SharePoint. This year, the form provides more detailed instructions on how to write SMART objectives and provides a brief, high level overview of your implementation plan. In addition to the CHIP form, agencies that have a recent Community Health Implementation Plan are asked to upload the plan to SharePoint. However, this is not required.

Q29: I've submitted a form more than once. Which form will be reviewed?

The Program Plan Review Team will be reviewing the most recently submitted document/form. Older versions of the document/form will be removed.

Q30: Why are we seeing documents from other agencies in SharePoint?

In SharePoint, all agencies should have access to two folders on the left hand side of the screen:

- Shared Documents
- Your agency's folder (agency name)

The Shared Documents folder is used by CLH to share statewide guidance and templates. This is NOT the folder that local health departments should be using to upload Program Plan documentation. If you see documents in the Shared Documents folder it means that an agency has mistakenly uploaded their documentation to that folder instead of using their agency folder. These documents have been removed.

For your agency documentation, you should be using your agency folder on the left hand side of your screen when you log in to the CLH SharePoint site. This folder should include several templates to complete and is also where you should upload documentation, such as your signed Acknowledgement form.

Q31: How do I know if my documentation has been received?

Agencies that believe they have completed the submission process can contact dhhrbphclh@wv.gov and request that the CLH verify that the documents have been received. However, reviews for completeness of documentation (i.e. that each text box has been completed) will not be conducted until after the June 15th deadline.

Q32: When will the end of year financial reporting templates be available? Will they be on the Program Plan Share Point site?

In order to allow for consistency in reporting by each agency and streamline the process for submission of the end of year financial reports, the templates are under a final edit/review. The reporting templates will be loaded into each county folder on the Program Plan Share Point site and agencies will be notified once they are available for use. *Update: Templates were loaded on July 18th and agencies were notified of the revised submission dates of August 5th for the FY 2016 Annual Fees for Permits and Services Report and August 31st for the FY 2016 Annual Financial Report.*

Q33. Were agencies who have not submitted FY 2016 end of year reports notified?

Yes. Agencies who have submitted required reports are listed in the August *Director's Update* e-mail. Agencies not listed should submit their reports as quickly as possible. All agencies are encouraged to review submitted reports to ensure that they are complete and accurate to avoid delays in payment.

Q34. How will agencies know if payment is delayed?

If an agency submits a report that is incomplete, there may be a delay during the review process which would delay payment. The Center will focus our efforts on submitting invoices for agencies that have submitted complete reports. All agencies are encouraged to review submitted reports to ensure that they are complete and accurate to avoid delays in payment.

Q35. How do you know if reports are complete if they haven't been reviewed?

The Center is in the process of reviewing documentation. Once the review is completed, the Center will focus our efforts on submitting invoices for agencies that have submitted complete reports. All agencies are encouraged to review submitted reports to ensure that they are complete and accurate to avoid delays in payment.

Q36. When will local health departments know their reports have been reviewed and approved and if funding will be on time?

The Center is working on reviewing reports now. After the review process is complete, agencies will be notified regarding their status. As stated in the *Basic Public Health Services FY2017 Program Plan Guidance*, the target and standard date for submitting invoices to the Bureau's Central Finance Unit is September 15th and funding will be distributed as soon as the invoices are processed.

Q37. Is there a reason why additional reminders aren't sent out in an individual email as opposed to being embedded in another document?

The Center is committed to streamlined, efficient communications and targets updates and reminders to local health administrators and health officers using the monthly Director's Updates, statewide meetings/calls and guidance documents released with the launch of the FY 2017 Program Plan. The Center's role is to use statewide data to target technical assistance, allocate resources and provide information to policy-makers regarding the public health system. Like all agencies, we are prioritizing our limited resources to fulfill our mission and are working to be as efficient and effective as possible. Thus, we are not able to send e-mail reminders to individual administrators on reporting requirements that have been shared through multiple communications channels.

Q38. Could the Center send Outlook calendar reminders to local administrators for each reporting deadline?

The Center has and will continue to use the CLH SharePoint site to provide key reporting deadlines and updates.

Q39. Is there a way to get a reply that a report has been successfully uploaded to SharePoint in case it didn't upload properly?

Agencies should be able to see and open their reports once they have been loaded to SharePoint. Agencies concerned about report submission should contact the Center for assistance.

Q40. Can the important information that you are sending out be placed at the top of the emails you send out instead of embedded at the bottom?

The Center is committed to streamlined, efficient communications and targets Director's Updates to local health administrators and health officers. We encourage local agencies to review this single, monthly e-mail carefully as the information it contains has been selected because of its importance to local public health. Different agencies have different strategic priorities, based on their Community Health Assessments, Health Implementation Plans and Strategic Plans. The Center endeavors to include information that will benefit the system as a whole and relies on administrators and health officers to determine the information that is a priority for their individual agency.

Q41. Why was there a change to our financial reporting?
The new financial report allows for statewide data, reporting throughout the year and a year-end report that aligns with the projected budget. In addition, not all 49 agencies were able to report into the previous financial system.