

Statewide Case Access

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Expanded Statewide Case Access Overview

Social Services Information System (SSIS) is Minnesota's statewide social services computer system. Minnesota agencies with SSIS have their own instances of the SSIS database. SSIS contains a statewide index (SWNDX) of clients who have been cleared as unique individuals by county/tribal social service agencies. SWNDX includes limited information on those who are in child protection or other social service programs, those who have been determined to be offenders of maltreatment, and those whose rights as parents have been terminated.

Expanded Statewide Case Access provides appropriate staff instant access across agency lines. Since March 2008, county and tribal social service agencies have had the ability to request access to a case in another agency in SSIS electronically. Statewide Case Access allows an authorized case worker the ability to view and/or print workgroup-related information for a client in a different agency.

In order to make informed decisions about child safety and risk while screening a new report or conducting an assessment, the worker needs to know about current and prior statewide CP report history for all clients involved in a new report. The SSIS Offender Index identifies persons who are already determined as offenders, but does not identify the persons involved in pending, concluded, or discontinued assessments.

Additionally, though the person detail available from statewide person search displays a list of agencies where the search subject is known, it does not display workgroup history. The expanded availability of statewide workgroup history provides a more complete client background and will allow workers to provide better service to clients.

Minnesota has a statewide information system which now allows a cohesive coordinated response to reports of maltreatment within the state. This is an *exchange of information* between child protection investigating agencies rather than a release of information to an entity outside of the local governmental agency without access to SSIS. When access is requested, for child protection or other emergency purposes, the system automatically grants it to the appropriate worker with no ending date.

When a request for access is made, the workgroup information available to a worker includes:

- Workgroup detail information
- Workgroup participants
- Placement history
- Maltreatment reports
- Case notes
- Service plans.

Access to chemical dependency, adult mental health or other adult program workgroups are restricted unless the requesting agency has a release of information for those specific cases or workgroups. These types of workgroups require additional documentation to be sent to the county the request is made to. The requesting agency should fax a valid court order, a signed Authorization for Release of Information, or a signed Notice of Privacy Practices to the authorizing agency.

A user must have View State Detail and View Statewide Workgroups as assigned functions in SSIS Administration in order to access a workgroup in another agency. A user may not request access to a case or workgroup in his/her own agency. This ensures that workers with restricted access to certain workgroups within their own agency are not accessing them through the statewide access function.

Request Access from Other Agency

A worker can do a state person search within the SSIS program to determine if additional workgroups exist in other agencies within the state. Statewide case access allows users to access workgroups from different Minnesota agencies for viewing. The federal requirement is that statewide case access occurs instantly and be continually available for child protection and other emergency workgroups. Other non-emergency workgroups require additional documentation and steps prior to being allowed access. Requesting access to a workgroup generates a reminder to the requesting worker. Select only one workgroup per case; all workgroups in the case are requested. If you select more than one workgroup per case, unwanted, multiple requests for all workgroups in each case generate in the agency receiving the electronic request. SSIS allows continued access and thus no time limits are imposed on access. Workers can access remote workgroups through their SSIS reminders, or from state detail from the Client node, or from SWNDX.

Request Access from State Detail

State Detail: Kate Merriweather

Name: Kate Merriweather - Anoka SSN: _____
 DOB: 05/15/1992 - Anoka PMI #: _____
 Date of death: _____ EIS #: _____
 Gender: Female SWNDX #: 35967117 Family Assessment records are not disclosable for purposes of background checks for employment or licensing.
 Hispanic: _____ PRISM MCI #: _____
 DHS Entity ID: _____

County	Workgroup	Report Track	SSIS Workgroup #	SSIS Case #	Program	WG Open Date	WG Close Date	Primary Worker	Phone #	County Workgroup #	Access Request Dt	Access
Ano	Merriweathr		187988063	187987775	Child W	08/25/2010		Janet Bowman	() -			
	Name	SWNDX #	Clearing Sta	DOB	Age	Date of D	SSN	Gender	SSIS Person #	County Person #		
	Marvin Merriweather	35967119	Client	07/18/1970	40 years			Male	187987750			
	Kate Merriweather	35967117	Client	05/15/1992	18 years			Female	187987737			
	Maggie Merriweather	35967115	Client	07/06/1970	40 years			Female	187987763			
Ano	Merriweathr		187988030	187987775	Chemice	08/25/2010		Janet Bowman	() -			
Ano	Merriweathr		187987780	187987775	Children	12/17/2009		Janet Bowman	() -			

Action menu: Request Access, View Workgroup, Copy Clients, Print (Ctrl+P)

Request Reason(s):***Requesting Expanded Statewide Case Access for Child Protection and Other Emergency Workgroups:***

1. Click the **Person Search** button and select **State Scope**.
2. Enter a client name.
3. Click the **Start Search** button.
4. Select an applicable person in the **Search Results** grid.
5. Click the **Action** button.
6. Select **View State Detail**.
7. Select the **Workgroups** tab on the State Detail panel.
8. The **Expanded Statewide Search** dialog box displays; click **Yes** to continue.
9. Select a workgroup to request access.
10. Click the **Action** button.
11. Select **Request Access**; the **Request Access** a dialog box displays.
12. Select the **Request reason**.
13. Click **OK**.
14. A dialog box displays that states you have requested access.
15. Click **OK**.
16. Click **Action** button and select **View Workgroup** to display the information about the workgroup.
17. Enter your current Agency SSIS password in the **Password** field for the remote logon.

Automatic Access Approval for CP/Non-CP Emergency Workgroups

State Detail: Spruce Spruce

Name: Spruce Spruce - Aitkin SSN: _____
 DOB: 09/23/1999 - Aitkin PMI #: _____
 Date of death: _____ EIS #: _____
 Gender: Female SWNDX #: 35343691 Family Assessment records are not disclosable for purposes of background checks for employment or licensing.
 Hispanic: No PRISM MCI #: _____
 _____ DHS Entity ID: _____

Names	SSN	Race	Address	MAXIS	PRISM	County	Offender	TPR	AP Reports	CP Reports	Workgroups	
ite	Primary Worker	Phone #	County	Workgroup #	Access Request Dt	Access Response Dt	Access Approved					
	Lisa Litchfield	() -		87567								
	Lisa Litchfield	() -										
	Lisa Litchfield	() -			08/10/2010		Pending					
	Lisa Litchfield	() -										
	SSIS/DHS ZZ-Help D	(651)772-5555										
	Lisa Litchfield	() -										
	Lisa Litchfield	() -			10/06/2010	10/06/2010	Automatically approved					

Action [v] Close

 *Hint: Approval is not required for Child Protection, Adult Protection and other Non-Child Protection Emergency.*

 *Hint: Do not delete the SSIS reminder until the assessment is completed.*

 *Hint: Only request one workgroup per case to get access to all child protection and child welfare workgroups for that case.*

 *Hint: In the Workgroups display grid, click and drag the SSIS Case # column next to the SSIS Workgroup # column to verify that only one workgroup per case is being selected.*

Pending Access Approval for Non-Child Protection Workgroups

State Detail: Spruce Spruce

Name: Spruce Spruce - Aitkin SSN:
 DOB: 09/23/1999 - Aitkin PMI #:
 Date of death: EIS #:
 Gender: Female SWNDX #: 35343691 Family Assessment records are not disclosable
 Hispanic: No PRISM MCI #: for purposes of background checks for employment
 DHS Entity ID: or licensing.

Names | SSN | Race | Address | MAXIS | PRISM | County | Offender | TPR | AP Reports | CP Reports | Workgroups

ite	Primary Worker	Phone #	County	Workgroup #	Access Request Dt	Access Response Dt	Access Approved
	Lisa Litchfield	() -					
	Lisa Litchfield	() -					
	Lisa Litchfield	() -			10/05/2010		Pending
	Lisa Litchfield	() -					
	Lisa Litchfield	() -					
	Lisa Litchfield	() -			08/10/2010		Pending
	Lisa Litchfield	() -			10/05/2010		Pending
	Lisa Litchfield	() -			10/05/2010		Pending

Action Close

Requesting Statewide Case Access for Non-Child Protection Workgroups:



1. Click the **Person Search** button.
2. Enter a client name.
3. Click the **Start Search** button.
4. Select an applicable person in the **Search Results** grid.
5. Click the **Action** button.
6. Select **View State Detail**.
7. Select the **Workgroups** tab on the State Detail panel.
8. A dialog box displays; click **Yes** to continue.
9. Select a workgroup to request access.
10. Click the **Action** button.
11. Select **Request Access**; a dialog box displays, select the **Request Reason**.
12. Click **OK**.
13. The **Workgroups** tab grid displays Pending in the **Access Approved** column.



Hint: The request goes to the Approval Log of the remote county and displays in the SW Case Access folder for workers who have the Approve Statewide Case Access function assigned to their Role.



Hint: The worker will get an SSIS reminder when the request for statewide case access has been approved, cancelled or denied. Additionally, the worker gets an SSIS reminder confirming that the request was received.



Hint: A user may not request access to a case or workgroup in his/her own agency.



Hint: Select only one workgroup per case to avoid multiple requests generating for each workgroup.



Hint: Non-child protection workgroups may require release of information documentation in order to obtain approval for access.



Hint: The requesting worker becomes a Secondary Worker for the workgroup.

Remote Log on for Statewide Case Access

For child protection or other emergency workgroups, the worker receives immediate access/approval to the remote workgroup. For non-emergency workgroups the worker receives access when approval is received. Once access/approval is received, a worker selects the option to view the workgroup. A worker is required to log on to the remote site. A logon screen appears giving the worker a unique User ID to the remote agency. The worker uses his/her existing SSIS password to log on.

Log On to Remote Site for Statewide Case Access



Hint: The worker will remotely access the other agency's workgroup through remote access to the other county's server. This requires an additional login by the agency worker.



Hint: A new User ID for the remote access defaults into the User ID field. You will only input your existing password. Use the password you currently are using in SSIS.

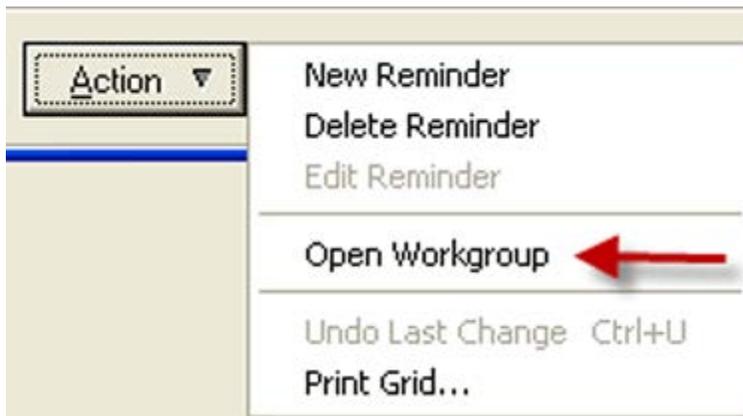
Reminders and Alerts

Once access to a remote workgroup is approved, a reminder is generated and appears in a worker's Reminders and Alerts Log. A worker can view the remote workgroup in the Reminders and Alerts Log through the Action menu.

Reminders and Alerts Log

New	Type	Due Date	Message	Workgroup	Client Name
<input type="checkbox"/>		08/11/2010	Access requested to workgroup #... with SWNDX #... in ... for County.		

Action Menu



Open Remote Workgroup from Reminders and Alerts Log:



1. Access the **User Reminders and Alerts Log** from the Application toolbar.
2. Highlight the Reminder for the workgroup to view in the grid.
3. Click the **Action** button.
4. Select **Open Workgroup**.
5. Enter SSIS Password.
6. Click **OK**.
7. View the workgroup.
8. Close workgroup and remote access county SSIS when finished viewing.



Hint: Access to view a requested workgroup is also available on the Workgroups tab on State Detail.



Hint: A new User ID for the remote access defaults into the User ID field. You will only input your existing Password. Use the Password you currently are using in SSIS.



Hint: If a user changes his/her existing password, the new password will be synchronized in any agency that the user has previously been given access to. This process could take up to a day or two after the password change.

View and Print Remote Workgroup from State Detail

Workers can view and print workgroups they have accessed remotely through the State Detail folder in SSIS.

View Remote Workgroup from Participant's State Detail

County	Workgroup	Report Track	SSIS Workgrc
+ Anoka	Meriweather Kate CMH Assessment 12/17/2009		187987780
+ Anoka	Meriweather Marvin CD Case Management 08/25/2010		187988030
+ Anoka	Meriweather Kate CW Case Management 08/25/2010		187988063

View Remote Workgroup from State Detail:



1. From the Client's node in the Tree View, expand the **Address/Phone/Email/State Detail** folder.
2. Select **State Detail** folder.
3. Select the **Workgroups** tab.
4. Click **Yes** on the dialog box that displays.
5. Highlight the **Remote workgroup** to view.
6. Click the **Action** button.
7. Select **View Workgroup**.
8. Enter SSIS User Password.
9. Click **OK**.
10. View the workgroup.

Printing from a Remote Workgroup:



1. Access Remote Workgroup.
2. Expand the **Workgroup** node.
3. Select the applicable **Chronology**, **Participants**, or **Service Plans** folder.
4. Access **Action** menu.
5. Select **Print**.

Approval for Statewide Case Access

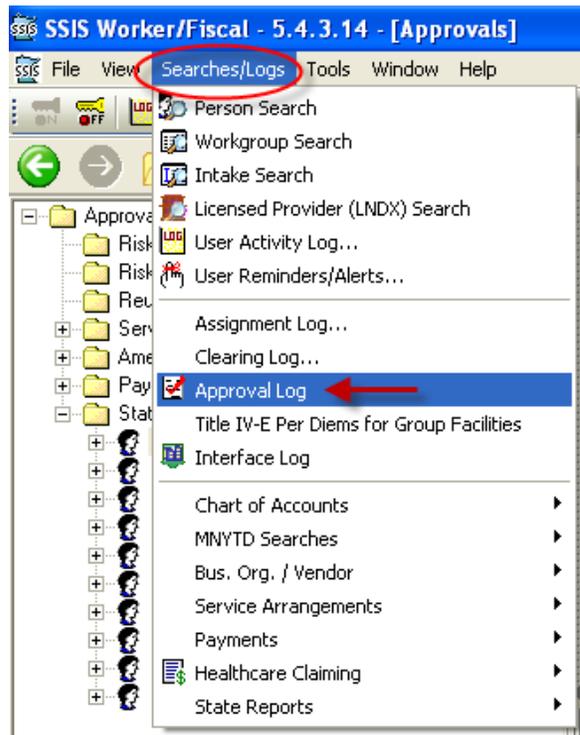
Requests for expanded access to workgroups related to child protection, adult protection and non-child protection emergency do not require approval and will be given automatic access. However, for other workgroups, such as chemical dependency or mental health, approval and written authorization is required.

The request to access a workgroup generates a reminder in the approving county for the primary worker associated with the workgroup. The approving worker can expand the Action menu and open the workgroup directly from the reminder, without searching or navigating through the application to locate the workgroup. When access is approved or denied a reminder is created for the requesting worker.

The Approver needs to have the Approve Statewide Case Access function assigned to his/her Role in SSIS Admin.

For a user to see the Statewide Access Requests report in General Reports, the View Statewide Access Requests function must be included in the user's Role in SSIS Administration.

Approval Log Access from Searches/Logs on Main Toolbar



Approve/Deny Remote Workgroup Access

Primary Worker Na...	Workgroup	Report Tr...	Request Reason	Request D...	County	Req. Worker Name
Test, Ssis	Andresen Alice C...		Other	08/16/2010...	Big Sto...	Zz-Help Desk, S...
Test, Ssis	CP Case Manage...		Other	08/16/2010...	Big Sto...	Zz-Help Desk, S...
Test, Ssis	Green Alice CP A...	Fac - Facil...	Other	08/16/2010...	Big Sto...	Zz-Help Desk, S...
Meyer, Gina	Ford Frannie AMH...		Adult Protection	08/05/2010...	Big Sto...	Zz-Help Desk, S...
Hodgson, Pam	pam's victim test ...	FA - Famil...	Other	08/16/2010...	Big Sto...	Zz-Help Desk, S...
Desaer, Ruth	Breath Hog's CD ...		Non CP Emerg...	07/28/2010...	Big Sto...	Zz-Help Desk, S...
Holte, Deanna	Lottie IV-F Foster ...		Other	07/27/2010...	Big Sto...	Zz-Help Desk, S...

Workgroup Access: Andresen Alice CP Case Management 10/08/1999

Statewide Access Request

Status: Pending Start date: End date:

Requester

County: Big Stone Worker: SSIS/DHS ZZ-Help Desk

Request date: 08/16/2010 9:53:05 AM Phone: (651)772-5555

Request reason: Other

Workgroup: Andresen Alice CP Case Management 10/08/1999

Report track:

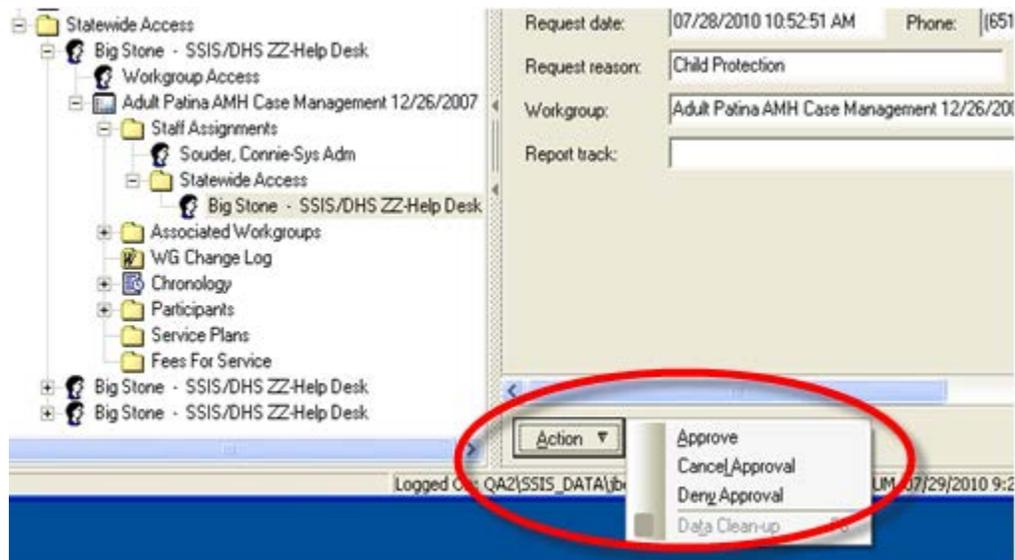
Action menu options: Print Grid, Select Configuration, Save Configuration, **Approve**, Cancel Approval, Deny Approval, Data Clean-up

Approving Request for Statewide Case Access:



1. Select the **Searches/Logs** file on the Main toolbar.
2. Select **Approval Log**.
3. Expand the **Approvals** folder.
4. Select the **Statewide Access** folder.
5. Select a workgroup to approve on the grid.
6. Access the **Action** menu.
7. Select **Approve** or **Deny Approval**.

Editing Remote Workgroup Approval Status



Editing Approval Status:



1. From the **Approvals Log**, expand the **Statewide Access** folder.
2. Expand the **Remote Workgroup Request** node.
3. Expand the **Workgroup** node.
4. Expand the **Staff Assignments** folder.
5. Click on the **Statewide Access** folder.
6. Access the **Action** menu.
7. Select **Cancel Approval** or **Deny Approval**.



Hint: Once the Approval Log is closed, the requests that were processed are removed from the Approval Log. See the Statewide Access Requests report for all requests that have been processed.

Resources:

MN Department of Human Services Bulletin: The Social Service Information System and Data Practices Guide

http://www.dhs.state.mn.us/main/groups/publications/documents/pub/dhs16_142900.pdf

Statewide Case Access: Countylink – Worker Mentor Meeting handout

http://www.dhs.state.mn.us/main/groups/agencywide/documents/pub/dhs16_140277.pdf

Statewide Case Access Presentation: Countylink -SSIS Worker Mentor Meeting

http://www.dhs.state.mn.us/main/groups/agencywide/documents/pub/dhs16_140299.pdf