

Quick Links

SSIS in CountyLink

SSIS in DHS-SIR

TrainLink registration

ssishelp@state.mn.us

SSIS update

Social Services Information System

Issue 332
September 9, 2011

Federal reimbursement is available for computer upgrades

A recent *SSIS Update* contained recommendations for upgrading workers' computers to achieve better performance with SSIS V11.3. Federal reimbursement (FFP) is available to upgrade equipment when needed and to replace equipment every three years. Reimbursement is available for the portion of the equipment that can be dedicated to child welfare activities. That amount is then subject to a SACWIS cost allocation formula which includes the application of the county's current IV-E ratio. The average reimbursement rate for equipment in the most recent reported quarter was

39.5%. Please contact Beth Holmgren at 651-431-4745, or beth.holmgren@state.mn.us if you have questions.

CountyLink Updates

- Implementation Memo #113: 4Q Training schedule for Worker NWT and VA-CEP
- Additional V11.3 Worker training handouts
- Partnership Group minutes, 8/24/11
- Fiscal Mentor Meeting minutes, 8/23/11
- MPAC Meeting minutes, 8/16/11

Help Line staff remind agencies of problem reporting process

A number of new SSIS coordinators and mentors have come on board during the past year. As workers learn SSIS Version 11.3, the Help Line staff reminds everyone that there is a process for handling agency calls and emails.

It is particularly important when a new release comes out that Help Line staff do not duplicate efforts.

That is why we use a *triage prioritization* as described. Please understand that complex problems requiring analysis may take longer to resolve than predicted by the *timeliness* bullets.

The Help Line Process begins below and continues on page 2. Please print these pages and distribute it to appropriate agency staff.

Help Line Process

Our goal is to provide the best service possible to counties/tribes/State Adoptions Unit (SAU). We have three staff assigned to the Help Line: Lily Lasker, Wanda Thomas and Jerry O'Keefe. Due to the volume of calls, we ask counties/tribes/SAU to assist us by following the process identified below.

Help Line staff accepts calls and e-mails from **authorized** county/tribe/SAU contacts (coordinators, trainers/mentors, and technical contacts). Call or email the Help Line to update your contact listing.

If Help Line staff cannot resolve a problem immediately, the county/tribe/SAU caller should note who their contact is. When calling the Help Line with additional information or questions about that same problem, the caller should request assistance from the original Help Line staff person. We may ask if you have already talked to someone about your problem. This assures not having to repeat everything and helps prevent any confusion with regard to the answers you receive.

Help Line Process cont.

Incoming calls go through a *triage* procedure that assigns calls or e-mails to the following three categories/priorities and resolves problems in that order:

Urgent - *Example:* The county needs to make more than one payment immediately. Server is down and worker needs document for court.

Critical - *Examples:* The county is unable to submit a claiming batch and/or run proofing reports and the timing is a few days before biweekly (every two weeks) MMIS warrant run. Problems with the application – PR needed, or needs assistance/unable to perform necessary work on the system

Normal - *Examples:* What if questions, questions about future SSIS functions, documentation and training questions, and enhancement requests

Warning - Automatically-generated warnings (internal SSIS) that monitor server activity and internal processes such as transfer of MA Eligibility data to agency servers.

Timelines

Urgent - We guarantee a call back within one work day.

Critical - We attempt to call back or email within 48 hours.

Normal - It could be a week or more before a response.

Some problems are complex and may require additional analysis. We may not be able to resolve the problem within these time frames. For example, functions that involve interfaces between SAU/MAXIS/MMIS and SSIS may take more time to resolve because multiple systems are involved in the analysis.

Problem Detail – Help Line staff may ask the following questions; please have the information available to expedite resolution of your problem:

- Is the problem only at one workstation? If yes, how often does it happen? If no, how many workstations are having the problem? What do these workstations have in common?
- What actions did the user take prior to the problem occurring?
- What have you already tried to resolve the problem?
- Have you checked training modules, mentor handouts, job aides, release notes on the website, or SSIS help files?
- Is the workstation frozen or can work continue?
- Is there an error message? Can you e-mail us a screen print of the error messages?
- When is a good time to reach you if we need to call you back?

County/Tribe/SAU Follow-up – If the county/tribe/SAU does not respond to a voice mail or an email request for additional information within one week, Help Line staff will assume that the problem has been resolved and will close the Help Line report. If during the initial call, Help Line staff ask the county/tribes/SAU to let us know whether a suggested solution worked or not and the county/tribe/SAU does not respond within one week, Help Line staff will assume that the problem has been resolved and will close the Help Line report.

We encourage counties/tribe/SAU to use email whenever possible, or to leave a voice mail message if all the Help Lines are busy. We will get back to you as soon as we possibly can.

Thanks for your cooperation in making the Help Line work better for all of us!

If you have questions or concerns about this process, please contact Dan Judd at 651-431-4744 or Daniel.Judd@state.mn.us, or Jerry O'Keefe at 651-431-4789 or Jerry.A.Keefe@state.mn.us.

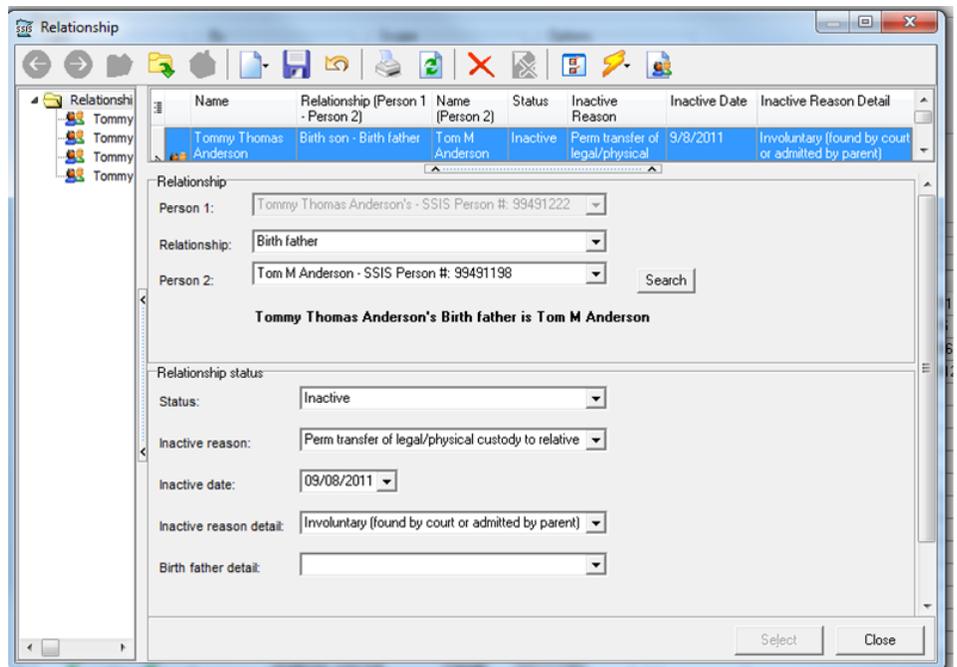
New Birth Match improvements require local agency action

The Birth Match process, operational since 2006, identifies new births to parents who presented serious risk of harm to previous children.

SSIS Version 11.3 provides a new way to record permanent transfers of legal and physical custody (PTLPC): on the Relationships screen, with a new Inactive reason. Previously in SSIS, PTLPC's could be recorded in Court Actions – and this remains available. However, the Court screen lists the child only. No data association is made with the parents. Also, no distinction is made on the Court actions screen between Voluntary and Involuntary PTLPC's. Because the parents are not listed on the Court screen, SSIS is not able to automatically create the Inactive Relationships from the data entered on the Court screens.

SSIS Datafix will soon send each agency a listing of the children for whom a Court action record with an entry for PTLPC or a Continuous Placement with a Discharge reason of PTLPC exists. (There may be additional PTLPC's for your agency that were never entered on SSIS.) Local agency staff must select these children and each parent who was the subject of the PTLPC on the Relationship screen, to enter an Inactive reason of Permanent transfer of legal and physical custody for each parental relationship that ended by this

means. Then the staff person must select whether the PTLPC was Voluntary or Involuntary (found by court or admitted by parent) and save the record.



Once the PTLPC's are entered as Relationship Inactive reasons, associated with each individual parent, the New Birth Match process will use the parent-specific data to select those that were involuntary, and identify new births to parents who presented serious risk of harm to previous children. DHS Child Protective Services staff strongly encourage local agencies to enter the PTLPC's on the Relationship screen as soon as possible in order to help minimize risk to the most vulnerable children, the new births.

Going forward, just as you must enter Relationship Inactive for the reason of TPR, you must also enter Relationship Inactive for the reason of PTLPC in order that SSIS data is available for this important child safety process.

Statutory authorization and requirements for Birth Match are found in Minnesota Statutes, section 626.556, subd. 2 (1) and 260C.301, subd. 1 (4), subd. 3. DHS Bulletin #06-68-09 was previously issued regarding the Birth Match process.

Worker Focus

MNYTD contact data improvement sought

About one-third of the youth who participated in the Minnesota Youth in Transition Database (MNYTD) baseline survey for 17-year-olds in care have very limited or no MNYTD Survey Contact information recorded in SSIS.

Minnesota needs MNYTD survey follow-up responses at ages 19 and 21 from at least 60% of youth discharged and at least 80% of youth who remain in care to retain full Chafee Foster Care Independence funding. As you know, DHS contracted with The Improve Group to conduct the follow up surveys, saving significant staff time for local agencies. In order to give The Improve Group the best chance of contacting MNYTD youth in the future, more contact information is needed.

Please encourage staff who work with the participating youth - who have taken or are scheduled to take the MNYTD survey - to enter as much contact information as they can, including:

- Email address for the youth
- Cell phone number for the youth, if available
- Name of supportive adult(s) with whom the youth will likely stay in contact (Approximately 95% of the participating youth state that there is a supportive adult in their lives.)
- Email address for the supportive adult(s)
- Phone number(s) for the supportive adult(s), including cell phone number when available.

Note: MNYTD Contacts are located under the Person node>Adolescent Services>MNYTD Survey/Contact>Contact.

The ability to contact youth at 19 and 21 means we'll learn more about the experiences of the youth in the foster care system and the efficacy of the services we provide, and we'll maintain more Chafee independent living skills funds to provide services for the youth.

If you have questions about entry of the MNYTD contact data into SSIS, please contact the SSIS Help Desk at 651-431-4801 or your agency's AFCARS/MNYTD Helper:

- Shelly Britton: 651-431-4778 or Shelly.Britton@state.mn.us
- Kenny Christenson: 651-431-4771 or Kenny.Christenson@state.mn.us
- Kim Lunz: 651-431-4765 or Kimberly.Lunz@state.mn.us

Use new Document Template List

For a handy guide to documents in SSIS, please refer to the new [V11.3 Document Template List](#). Workers can easily review each document, its associated SSIS and DHS #'s, if the document has been removed because it is obsolete, and where current documents can be accessed. Documents in V11.3 can either be accessed through Chronology, Service Plans or External Documents in SSIS.

Documents have been developed in different formats:

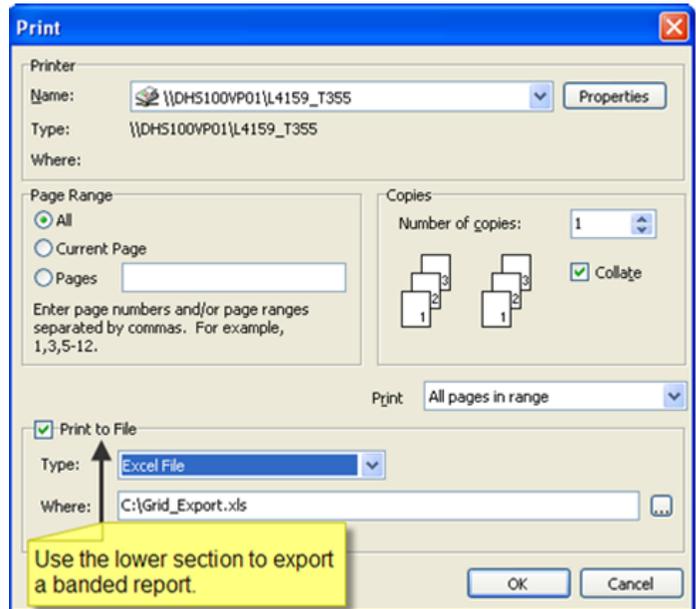
- Combined documents are new functions in SSIS. They take advantage of information already entered in SSIS and eliminate the need for workers to choose from multiple documents based on different requirements. SSIS provides the appropriate documentation based on worker direct entry of client and workgroup information.
- HTML form means it is an individual form and not a combined document.
- An external documents link indicates that some documents are accessed through the new SSIS feature of External Documents. SSIS has preloaded a number of documents currently available from DHS eDocs.
- Service plans are now HTML forms and may be marked as a new plan.

Did you know???

Export a banded (canned) report

To Export a Banded Report:

1. From the print toolbar, click the **Print** button.
The print dialog window displays.
2. Select **Print to File** check box.
3. Select the **Type** of file you want to export this report to.
4. In the **Where:** field enter where you would like to save this file or use the  button to open Explorer.
5. Click **OK**. Your banded report is now exported and available in the location you entered in the **Where:** field.



Upload Update

The September upload is due on September 30. This Upload provides information for the quarterly Child Welfare Data Dashboard update.