

## Quick Links

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ssishelp@state.mn.us

# SSIS update

Social Services Information System

Issue 343  
February 10, 2012

## Regional meetings spur Q&A response

SSIS staff recently attended a number of Regional meetings where problems with SSIS were discussed. Most of the issues counties are experiencing have to do with the new document system, Chronology, and the new Out-of-Home Placement Plan.

SSIS is well aware of the problems that came with the V11.3 release. The problems are associated with the way we implemented document editing and service plans in the new architecture, as well as the lengthening of the OHPP by policy staff.

Please be assured that we are addressing these problems. Over the past several months we have worked with a group of county SSIS users to give us feedback on the OHPP (i.e., length, flow, navigation). We also heard about issues with documents and document templates. Since then we have researched other ways to implement the document and plan requirements, and we have found solutions.

In Version 12.2, which will be released in late May, a new OHPP will be available. This OHPP is simpler, shorter, and easier to navigate and use. A prototype of the new plan will be reviewed by a county group in early March before the final version is programmed.

We are working on a new document editor, with most of the capabilities of a standard word processor. The new document editor will make documents much more flexible and easier to use. We hope to implement some of these capabilities in Version 12.2, with full implementation in 12.3 (late August). The revised document handling system will also incorporate a PDF viewer, eliminating the dependency on Adobe. This will eliminate the Adobe-related errors.

In the meantime, we have prepared a document that contains workarounds for many of the problems voiced at the Region meetings. The Q&A can be found on CountyLink at [SSIS>Support>Release Notes> Q & A from Regional Meetings](#).



## Bug Busters

*This new column will provide information on known defects and practical workarounds.*

*We want the SSIS application to work as efficiently as possible for you. Your feedback and suggestions of items for the column are welcome.*

### **Certification of Distribution – Social Worker Court Report**

**Defect:** The *Parties* information section does not print after refreshing the document or exiting the workgroup.

**Workaround:** Create and save a copy of the document without the *Parties* information checked. Prior to printing the document, check the desired check boxes. Do not refresh the document; proceed with printing it. After printing, unmark the check boxes again.

## CountyLink Additions

- General SSIS Fiscal spec
- Person Search training module
- Workgroup training handouts
- Implementation Memo #120: IV-E Abstract Report training schedules
- Ref. #73: SSIS Disaster Recovery Documentation: RDX removable disk media
- Q & A from Regional Meetings

## Child waiver subprograms added; WG program changes required

New Children’s area waiver subprograms are added to SSIS Version 12.1, available to all agencies in late February 2012. SSIS also modified the subprogram abbreviations and descriptions to clearly identify whether a waiver services Work Group (WG) is for a child (person under 18) or an adult (person age 18 or older). The modifications are shown in this table:

BRASS Program	Subprogram #	WG Abbreviation	Description
6 - Adult	72	ACAC	Adult - Community Alternative Care
6 - Adult	73	ACAD	Adult - Community Alternatives for Disabled Individuals
6 - Adult	74	ABI	Adult - Brain Injury Waiver
<b>New:</b>			
1 - Child	72	CCAC	Child - Community Alternative Care
1 - Child	73	CCAD	Child - Community Alternatives for Disabled Individuals
1 - Child	74	CBI	Child - Brain Injury Waiver

Please note that these changes are to the BRASS subprograms (e.g., child welfare, child protection, or minor parent), *not* BRASS services (e.g., case management or transportation). The same services are available in both Children and Adult BRASS program areas. The DD waiver is not included in these changes because a specific BRASS program area (5) for DD is available. The Elderly and Alternative Care (AC) waivers are not included because they are appropriately available only under the BRASS Adult program.

The CAC, CADI and BI waivers are available to persons of all ages, rather than being split into Child and Adult areas. However, in SSIS the waiver subprograms were available only in the BRASS Adult program area. This presented difficulties for quickly seeing how many children versus adults receive these waivers, especially for reports that are primarily sorted by the BRASS Program area. Over the last several years, counties have requested the addition of the waiver subprograms to the BRASS Children’s Program area. This functionality will be available in SSIS Version 12.1.

Some agencies entered waiver WG’s for children using the adult subprograms available in SSIS. The child waiver WG’s entered as Adult program area WG’s are misleading, especially with the new availability of the waiver subprograms in the BRASS Children’s Program area. If your agency has children receiving CAC, CADI or BI waiver services and you have entered them in SSIS as an Adult waiver WG, you need to request Work Group program changes via the data fix process. Since agency SSIS users are unable to change the WG program directly, please email the affected WG ID’s to [ssisdata@state.mn.us](mailto:ssisdata@state.mn.us) with a subject line of Children’s Waiver Subprograms.

The only WG’s that *need* to have the WG program changed are the currently-open WG’s where a child (person currently under 18) receives a waiver and the WG is entered as an Adult waiver subprogram (CAC, CADI or BI). SSIS recommends that the adult waiver WG’s with the CAC, CADI, and BI labels and abbreviations remain as they are.

If you have questions, please contact the Help Line at 651-431-4801 or email [ssishelp@state.mn.us](mailto:ssishelp@state.mn.us).

## 2012 monthly Upload and state reporting schedule

Schedule these important dates to submit required SSIS data. \*Additions are in bold.

<b>January</b>	20th - Title IV-E Abstract Report due 30th - SEAGR due 30th - TCM CSR due 31st - Repository Upload due - general update of info for statewide research and reporting
<b>February</b>	15th - CMHRS for July through December due 29th - Repository Upload due - general update of info for statewide research and reporting
<b>March</b>	30th - Repository Upload due - <b>quarterly Child Welfare Data Dashboard update</b>
<b>April</b>	20th - Title IV-E Abstract Report due 30th - SEAGR due 30th - TCM CSR due 30th - Repository Upload due – for the AFCARS and NYTD reporting period (October 1 of the previous calendar year - March 31)
<b>May</b>	31st - Repository Upload due - general update of info for statewide research and reporting
<b>June</b>	29th - Repository Upload due - <b>quarterly Child Welfare Data Dashboard update</b>
<b>July</b>	20th - Title IV-E Abstract Report due 30th - SEAGR due 30th - TCM CSR due 31st - Repository Upload due - general update of info for statewide research and reporting
<b>August</b>	31st - Repository Upload due - general update of info for statewide research and reporting
<b>September</b>	28th - Repository Upload due - <b>quarterly Child Welfare Data Dashboard update</b>
<b>October</b>	20th - Title IV-E Abstract Report due 30th - SEAGR due 30th - TCM CSR due 31st - Repository Upload due - for the AFCARS and NYTD reporting period (April 1 – Sept. 30)
<b>November</b>	30th - Repository Upload due – <b>for federal reporting of social worker contact with children in foster care (last federal fiscal year: Oct. 1 -Sept. 30)</b> , and for the ESEA reporting period that starts October 1 and ends October 31. The School District Number of the most recently attended school in October is essential for school aged children, 5-17 years of age, in out-of-home care.
<b>December</b>	31st - Repository Upload due - <b>quarterly Child Welfare Data Dashboard update</b> and the NCANDS reporting period (last federal fiscal year: Oct. 1 -Sept. 30)

**Register for mentor meetings**

*Worker Mentors: Tuesday, February 21*

*Fiscal Mentors: Wednesday, February 22*

Both mentor meetings will be at the Holiday Inn, St. Cloud. Agendas are posted on CountyLink and handouts will be available closer to the meeting dates. Registration is open on [TrainLink](#).

**Training sessions are available**

[Implementation Memos](#) #119 and #120 announced upcoming training.

Fiscal trainers will hold hands-on lab courses and iLinc resource sessions to teach the redesigned *IV-E Abstract Report*.

Worker trainers will teach *VA-CEP* on June 4 and have three *New Worker Training* sessions scheduled in 2Q 2011. Registration for all lab courses is on [TrainLink](#).

**Upload Update**

The next upload is due on Wednesday, February 29. This Repository upload provides a general update of information for statewide research and reporting.

- One additional report is due in February:
- 15<sup>th</sup> - CMHRS for July through December

**New servers are faster, save time and money**

The rollout of new county SSIS servers is complete! Starting in October 2011, the SSIS Technical Support Team replaced SSIS servers in all 84 county and two tribal agencies. Installation teams enjoyed meeting their county and tribal colleagues and putting faces to the voices heard on the phone.

In the past, each agency needed to schedule a special time to run a job that took an *image*, or full copy of data and configurations on the server. The image was kept offsite so it was always available to quickly replicate the server data after a disaster.

The new servers have RDX removable hard disk cartridges which can copy the image to the RDX; a special image job is no longer needed. This will save each agency approximately 14 hours per year of technical staff time. Statewide, Minnesota will save approximately 1,218 hours per year of technical staff time. In addition, the RDX cartridges are much more reliable than tapes used in the old servers.

It is vital that we back up the servers by taking regular, full copies of the contents. If an agency's server *crashed* and it lost all of the data on it, SSIS could use the backup to quickly recreate the agency's server. No one wants to even consider how hard it would be to re-enter data. In addition, there are federal and state laws related to keeping social services and private data safe. SSIS outlines the back-up procedures to be used with the new servers in [Ref. #73: SSIS Disaster Recovery Documentation: RDX removable disk media](#).

**Job Posting: SSIS Training Team Trainer**

The Training Unit of the Child Safety and Permanency Division at DHS has a vacancy for one new trainer position on the SSIS training team. This position is now open to interested external candidates. Persons interested in the position need to have a resume posted on the DOER Resumix system at [www.doer.state.mn.us/employment](http://www.doer.state.mn.us/employment), then click on "My state job search." The posting number is 12DHS000169. This posting will be open until February 22, 2012. If you have questions about the position, contact Richard Dean, the Training Unit Supervisor, at (651) 431-4669 or [richard.f.dean@state.mn.us](mailto:richard.f.dean@state.mn.us) or by mail to:

Child Safety and Permanency Division  
P.O. Box 64943  
St. Paul MN 55164-0943

The following information is based on a previous posting developed for DHS internal candidates. The position is in the MAPE Bargaining Unit. The FLSA status is: Non-Exempt. Overnight travel is required.

**State Programs Administrator Senior, SSIS Trainer**

\$19.33 to \$28.35 per hour (\$40,361 to \$59,195 per year).

MN Department of Human Services, Child Safety and Permanency Division,  
444 Lafayette Road, St. Paul, MN 55164.

The position provides training and advanced-level technical assistance on the Social Services Information System (SSIS) computer application to county and tribal staff. SSIS is a client server case management system used by county and tribal social workers.

**There are three major job components:**

- *Training:* Training is primarily delivered in a computer lab setting, but is also provided by web conferencing and in classroom settings.
- *Documentation:* Documentation includes training curricula, training modules, job aids and other types of technical writing.
- *SSIS Support:* Support is provided through feedback to SSIS based on participation in development of training and documentation.

**Required background/qualifications:**

- Demonstrated ability to both develop and deliver formal training in a computer lab setting and/or to provide broad-based technical/helpline assistance
- A broad understanding of county social service systems
- Demonstrated significant use of SSIS

Preferred candidates will have professional Minnesota county social service experience using the SSIS application, experience training computer software in a hands-on lab environment, experience writing training curriculum or user manuals, and job-related academic background.