

## MPAC Meeting Notes

March 20, 2012

**Attending:** Peggy Vizenor (Polk), Kathy Melvin (Hubbard), Teresa Schmidt (Douglas), Staci Stoner (Morrison), Rita Berg (Renville), Laurie Plessel (Pine), Cathy Higgins-West (SWHHS), Leigh Jagusch (LeSueur), Joy Beebe (Freeborn), Sue Cleveland (Dakota)

### Introduction

#### Feedback from MPAC members:

Polk - They are experiencing difficulty with adding parents on the Foster Care tab in Placements. They have situations where there are multiple sibs in with different parents, not necessarily stepparents. What is status of including more of these types of participants? **Lisa Note:** Children placed with parents (even non-custodial parents) are not in a federally recognized placement and are not entered as such. This is true regardless of court ordering placement to non-custodial parent.

Yellow Medicine – Requested having “Katrina Assistance” removed since it is no longer applicable. **Lisa Note:** There was a PR written previously and it is now being reviewed to end the county sub-codes for Katrina Assistance (tentatively in V12.3).

#### V12.1 release

Request to have more MMIS information display in SSIS, especially “product code.” Mary Klinghagen says it was originally slated for V12.3; V12.4 is now the projected path. **Lisa Note:** Mary did research and states: It is anticipated that what the county referred to as the “product code” will likely be in the expanded functionality, although all the details for the functionality have not be determined.

Mixed reviews on the spell check. They like it but most workers are disabling the auto-correct. Is there a way to fix auto-correct? Send me auto-correct tips. New pdf viewer is in going to be in V12.2 in some areas, i.e., legacy Adoption reports. **Lisa Note:** The pdf viewer will be completely replaced in V12.3 when the new RTF Editor is installed in case notes, contacts, intake description of need, etc.

Using File>Autocorrect>Replace with this does not always working with initials. Leigh says type lb then use a space/Enter/Delete/Return, etc., to trigger the last name. Is there some trick to this because they are setting it up but it won't work in the actual case note or document?

**Lisa Note:** Angela Walswick included some auto-correct suggestions in her OHPP presentation for the Mentor Meeting on May 22<sup>nd</sup>.

The higher percentage of SSIS usage seems to be increasing. For example, one agency had 50 intakes needing action. Just to reopen one intake, SSIS displayed 44% usage at the bottom of the screen. It displays like this:  No other SSIS applications/screens were open and no other programs open. It is taking an extremely long time to complete the necessary actions to complete one of these intakes. Across the board, there were complaints that SSIS got slower after last release.

**Lisa Note:** The 44% indicates that it hasn't released the memory yet. The percentage is a number used by the SSIS programmers; SSIS users do not need to be concerned about it. If you are having general SSIS response time issues please contact the SSIS Help Line with specific information about the user's workstation, screens being used, etc.

If the issue is solely occurring on the Intakes Needing Action screen, it could be because the assessment or case management workgroup that was associated with these intakes has been purged. If this is the case, you do not have to manually delete those intakes. Instead, you can send a data fix request to [dhs.ssisdata@state.mn.us](mailto:dhs.ssisdata@state.mn.us) and indicate which intakes needing action should be deleted due to the associated workgroups being purged. You can indicate which intake start dates need to be deleted, i.e., intakes with start dates less than or equal to 01/01/2007 need to be deleted from the intakes needing action folder due to the associated workgroups being purged.

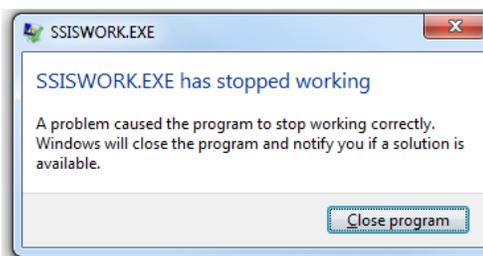
**Slowness Concerns:** MPAC members describe their belief that someone running state reports may be impacting performance for all users. In Dakota County, it has been found that when she is running the IV-E abstract report, it definitely impacts workers' slowness. They are now running it at 7 a.m. to have it up before caseworkers begin.

Slowness is not worse in some agencies. One agency has a lot of remote access users and they are not seeing it worsening, nor are they seeing improvement with the release.

An MPAC rep reports workers receiving List index out of bound error when working on the Tree View in the case load list. Users have Windows 7 and four gigs of memory.

**Lisa Note:** This is a known bug that is not resolved at this time. Testing is not able to replicate this error. If it occurs again, please send the Help Line staff additional information about the steps the worker took just prior to receiving the error.

One of the errors received where SSIS shuts down:



**Lisa Note:** Please continue to provide the Help Line with information related to when this error occurs so they can track what the problem is in your agency.

Errors are being received when they add or change information to individual providers in a business organization from within the placement. **Lisa Note:** This was a known bug, but believed fixed in V12.1. Please send updated information to the Help Line if it continues.

LeSueur – re: new OHPP. Can they please “copy” the old plan from the old version instead of switching to the new plan just to do a review? It will be okay for using it for new plans. **Lisa Note:** For V12.2, workers will still be able to copy an existing OHPP for a child using the older service plan template. They will also be able to create a new OHPP template. This will be available as an option until V12.3.

Dakota asked for confirmation that V12.2 is only including OHPP’s. **Lisa Note:** Other service plans will be added in later releases to new format.

Region 4 meeting was rescheduled to April 19<sup>th</sup>. Region 6 was held on March 27<sup>th</sup>. **Lisa Note:** Continuing to research issues to complete all regional meeting notes and return to mentors as soon as possible.

Concerns re: federal outcome measures are looking at “locations” entered in SSIS as a placement setting. This means that hospitalizations and locked correctional settings are counting toward the total number of placement settings a child has been in and reported on the outcome measures. They are being dinged with this. Polk County has spoken with the QA staff (Lori Munsterman) about this issue. Where are the outcome #'s coming from? They are failing all of the scenarios. This impacted more than one agency.

**Lisa Note:** Lisa looked at a Polk County child that displayed on outcomes as having five settings in less than one year. She had been in five different places – three were listed as placements on the Placement screen, and two of them were locations (one was a 24-hour consequential weekend location, and the other was a THV location still under the care and custody of the local agency). This has been reported to the systems analyst and the functional analyst in SSIS responsible for Outcomes measures. A meeting has been scheduled with them and Nan Beman to further research this issue.

Much confusion continues to exist about when to enter corrections kids if they don’t have IV-E agreements with corrections. **Lisa Note:** Lisa meeting with Nan Beman and Kim Lunz to develop guidance for this ongoing issue.

You can’t do a trial home visit with corrections kids, so if you send the kid home, and then he/she returns to placement five days later, it is a reentry.

**Lisa Note:** Please provide information to the Help Line if you are unable to see these options when entering a placement for a child in a locked facility:

Placement / Location / Absence Information

Setting: Correctional facility (locked) ▼

Reason: Corrections ▼

Start Date: 11/1/2011 ▼ 09:00 AM Entry Date: 3/21/2012 ▼ 06:21 PM

Classification: Placement Effective date: 11/01/2011 09:00:00 ▼

Workgroup: Amboy Anna CP Assessment 01/02/2009 ▼

Bus org / provider: Bjorn County Medical Center

Location description:

End reason: ▼

End date:

Disruption reason:

Disruption detail:

School district attending:

ICPC receiving state: ▼  Check if no payment will be made to the provider

*(Note: The 'End reason' dropdown menu is open, showing options: Begin trial home visit (agency retains cust/resp), Child's safety, Closer proximity, Discharged from agency placement responsibility, Education, Emergency to non-emergency, ICWA placement preference, Live w/non-custodial parent)*

**Region Meeting Update:** The current plan is to do at least twice-yearly region meetings and quarterly region meetings. Lisa will schedule the following meetings after the Mentor Meeting: Region 1, 3, 8, 9, 11, and 12.

**MPAC open topic** – very interesting process with Rock joining LLM in SWHHS. Regionalization is also a hot topic in Region 9. The plan is for Redwood to join SWHHS at the beginning of 2013. It is a big challenge IT-wise in the counties. **Lisa Note:** As it is a big endeavor for SSIS as well, please alert as soon as possible if other agencies are making plans.

**Topics for April MPAC** – What is going to be included in V12.2 that we know is heading into pilot? Release training topics dates, etc. **Lisa Note:** These topics are being included in May 15<sup>th</sup> MPAC meeting.

**May 22 Mentor Meeting** – We need another placement entry discussion. When do they have to enter hospitalizations? There are still questions about entering corrections placement. Do CD, mental health, sick, and hospital count? **Lisa Note:** Nan Beman is doing a presentation at the Mentor Meeting to cover these items.

**Questions for SSIS Management** - none at this time

**Other** – none at this time

**Confirm April 17<sup>th</sup> meeting** – Currently *rescheduled to a May 15<sup>th</sup>* meeting.

**MPAC please hold dates:** MPAC is held the third Tuesday of each month, unless notified otherwise. These are the dates scheduled for the remainder of the year:

June 19<sup>th</sup>

July 17<sup>th</sup>

August 21<sup>st</sup>

September 18<sup>th</sup>

October 16<sup>th</sup>

November 20<sup>th</sup>

December 18<sup>th</sup>