

Quick Links

SSIS in CountyLink

SSIS in DHS-SIR

TrainLink registration

dhs.ssishelp@state.mn.us

SSIS update

Social Services Information System

Issue 351

June 15, 2012



Bug Busters

An error message that displays during the Copy Service Plan function for the re-designed OHPP occurs when changing Health Care Provider information after creating an OHPP for a child and before copying a plan for a sibling. SSIS is working on a solution for this and offers a temporary workaround.

To **trigger** the glitch:

- Create a New State Service Plan (OHPP) for a Child.
- Return to that child's Participant folder and select the Health/Insurance node.
- Remove a Health Care Provider from the child's folder.
- Return to the OHPP, access the Action menu and select Copy Service Plan.
- On the copied plan, change the Child field to another participant in the workgroup.
- An error message will display at this point preventing changes to the Child field.

To **work around the issue**:

Copy the service plan for a sibling (or siblings) right away, changing the child to the sibling on the copied plan. After copying the plan and saving it, return to the original child's Participant folder to make any changes to the Health Care Providers.

Upload Update

The next upload is due on Friday, June 29. This Repository Upload provides a quarterly Child Welfare Data Dashboard update.

CountyLink Additions

- SDM webinar recording
- IV-E Foster Care Elig Det Trainer Assignments, 2012
- V12.2 Database Model

Training Opportunities:

Register now for Fiscal New Worker Training

There are available seats for the following Fiscal New Worker Trainings (FNWT):

Willmar	Brainerd	Metro
July 24-25	August 21-22	September 19-20

A minimum of seven registrations is required to hold each training. Neither the Willmar nor Brainerd lab location has enough trainees registered; please register now to ensure that these sessions will be held. Registration is through [TrainLink](#). For more information about FNWT sessions, see [Implementation Memo #122](#) dated 4/25/12.

SDM recording is available

An SDM training webinar on May 30 and 31 was recorded so that workers can access training at their desktops. The [recording](#) is on CountyLink>SSIS>Worker Training>[Online Training](#). Supplemental SDM training handouts are on the [Documentation](#) page.

Please note email changes!

Former:

ssishelp@state.mn.us

ssisdata@state.mn.us

MUST now be:

dhs.ssishelp@state.mn.us

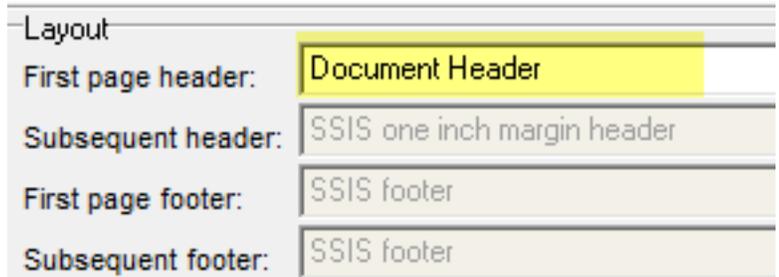
dhs.ssisdata@state.mn.us

Template Header issue requires this workaround

A new issue was discovered in the Document Template Editor that affects State and Local Agency documents and service plans. SSIS Users may notice documents or service plans printing with cut-off text on the bottom of all pages or the top of subsequent pages. The issue is in the Document Template Editor; it applies to templates created or changed since the Version 12.2 statewide release. SSIS is working on a fix for the issue that will be available in the Version 12.3 release. Until then, here is a temporary workaround for agencies.

The steps below display the sequence leading to the problem:

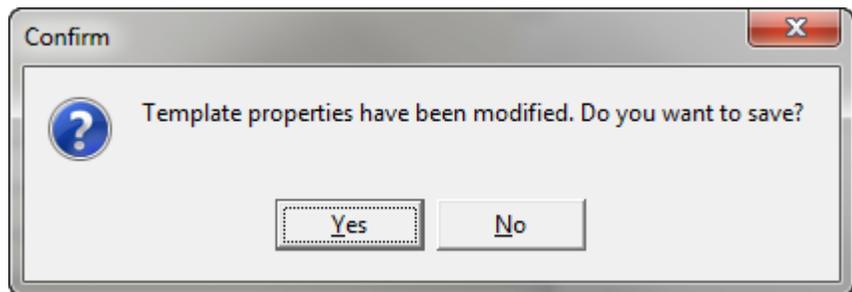
1. Add a Header by selecting an option in the drop-down menu in the Layout section.



2. Select the **Save** icon on the toolbar, or the File menu>**Save Template** option, to save the changes.



3. A save prompt displays. Selecting **Yes** results in this save prompt repeatedly popping up on the screen.



4. Selecting **No** clears the remaining header and footer fields.

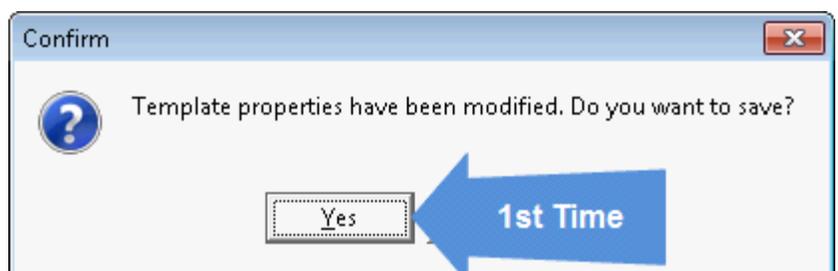


Workaround:

To avoid the looping save prompt, template editors should not use the Save icon on the toolbar or the File Menu>Save Template option when adding or editing First page header information to any templates.

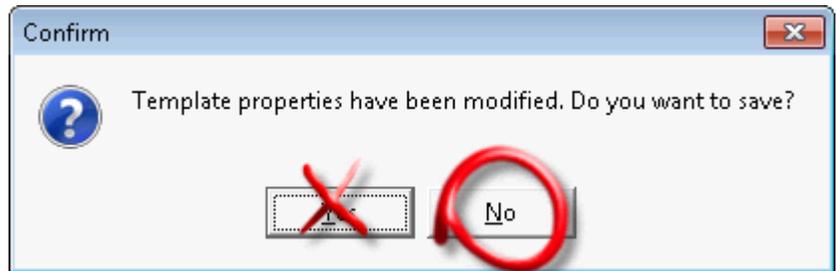
To get out of the looping prompt without deleting the other header and footer fields:

1. Click **Yes** on the save prompt the first time.

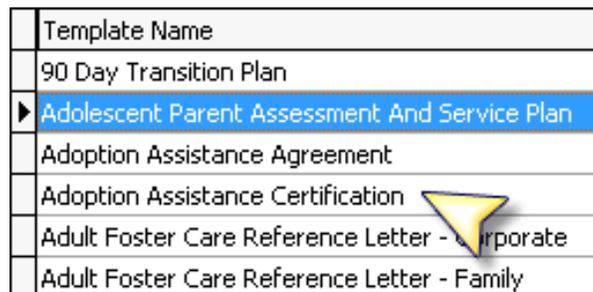


Template Header continued

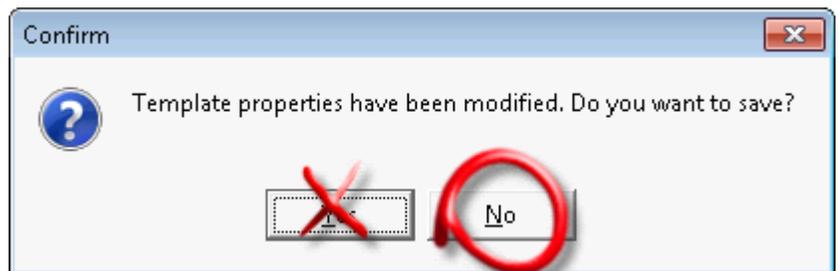
2. Click **No** on the save prompt the second time. The additional header and footer fields will appear to have been cleared.



3. Select another template in the template list. This will cause the save prompt to display again.



4. **Very important:** Select **No** on the save prompt. Return to the edited template to view the Layout section.



VA-CEP Interface Issue Resolved: Fax reports for May 30 – June 11

VA-CEP Workers discovered an issue with sending reports to other Lead Investigating Agencies after the release of SSIS version 12.2 on May 30. Local agencies should check their VA-CEP reports for **May 30 – June 11**. Reports that were sent to a different lead agency may not have actually transmitted. These reports need to be

faxed to the other agency – whether a county, MDH-OHFC, or DHS Licensing.

The problem was due to adding the Nursing Home Report ID #; some parts of the interface had not been updated to deal with the new data, which prevented the reports from being sent. The issue was resolved by SSIS on Monday, June 11.

Reports received after June 12 should once again transmit successfully.

SSIS apologizes for this disruption. Please contact the SSIS Help Line at 651-431-4801 or email dhs.ssishelp@state.mn.us if you encounter further problems. We appreciate your patience.