

QUICK LINKS

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[TrainLink registration](#)

dhs.ssishelp@state.mn.us

SSIS update

Social Services Information System

Issue 356
September 7, 2012

Technical specifications, recommendations updated and available

MnCHOICES specs, tablet information

Agencies have asked whether they will be able to use a tablet to access MnCHOICES. Technical requirements for MnCHOICES have not changed since they were distributed over a year ago. Tablet use will not be supported by MnCHOICES. Lead agencies must use a laptop (in the field) to access MnCHOICES.

SSIS workstation recommendations—2012

SSIS has posted the 2012 updated [minimum workstation recommendations](#) needed to ensure quick and efficient entry of information for casework by local agency workers. As SSIS has grown larger and consumed more workstation resources, many workers with computers that did not meet the 2011 minimum workstation requirements have experienced significant challenges since Version 11.3 was released. SSIS strongly encourages local agencies to review these recommendations prior to purchasing replacement or upgrades of existing desktop or laptop workstations for SSIS users.

Because these workstation recommendations are significantly different than many agencies may currently be operating under, SSIS reminds agencies that costs associated with replacement or upgrades are 50% FFP eligible. DHS Bulletin #11-32-06, "Instruction for Completing the Social Service Fund Report, Form DHS-2556," notes on page A14: *Replacement of equipment originally purchased for SSIS for which SSIS reimbursement has been claimed is generally limited to equipment greater than three years old, unless an earlier upgrade is required to run SSIS.*

Please call or email the SSIS Help Line if you have questions regarding the necessity of the minimum workstation requirements.

CountyLink Additions

- Statute Q & A from Worker mentor meeting
- SSIS Workstation Recommendations—2012
- Fiscal Mentor Manual: Title IV-E Abstract docs
- Partnership Minutes, 8/2 /12

SSIS drops round 1 charts in V12.4

SSIS Analysis and Charting includes federal indicators round 1, federal indicators round 2, and state indicators. Minnesota's AFCARS data feeds the outcome data in our data profile compiled by the Children's Bureau. The Analysis and Charting indicators allow each local agency to see how its own outcomes look at any given time.

Since round 1 charts have not been in use by the Children's Bureau for some time, SSIS plans to remove round 1 indicators from the application in V12.4. SSIS round 2 indicators correspond to the current federal outcome indicators from the Children's Bureau. Please call the SSIS Help Line if your agency has concerns about losing Analysis and Charting round 1. We look forward to hearing your opinions.

FNWT sessions have openings

Upcoming Fiscal New Worker Training (FNWT) sessions in Crookston and St. Paul are at risk of cancellation if there are not enough participants. Register on [TrainLink](#) for October 10-11 in Crookston or November 14-15 at DHS in St. Paul

Complete course and registration information is in [Implementation Memo #124](#).

Workstation errors, shutdown issues addressed

When agency staff receive an 'SSISWORK.EXE' error message, SSIS is forcibly shutting down. In some cases, the error does not display before SSIS shuts down. This has occurred on different screens throughout SSIS, on different types of workstations; occasionally other error messages display during the shutdown process. This error is not a system-generated error like an access violation error; it is a generic message created by SSIS to indicate that the program is being shut down.

SSIS resolved some of these shutdown issues in V12.3. However, the 'SSISWORK.EXE' error message and shutdowns persist. We continue researching this issue and will provide fixes as we are able to in future releases.

In the interim, here are tips to help workers handle frequent interruptions:

- Log off and close the SSIS application when away from the workstation for over an hour.
- Reduce the number of windows open in SSIS (e.g., close person search or the user activity log if it's not actively being used).
- Reduce the number of SSIS applications open (e.g., close SSIS Admin or SSIS Analysis and Charting if not actively using it).
- Close out of non-SSIS software if possible (e.g., close Microsoft Word documents and multiple Internet Explorer websites that are not being used).
- Save frequently while working in SSIS.
- Do not 'Clear User Settings' or delete any folders on the Local Drive (C-drive), unless specifically directed to do so by SSIS Help Line staff.
- Be patient. There are times when SSIS needs to process the request (i.e., New, Save, or Print). In some situations, SSIS may display *Not Responding* at the top of the screen. This phrase may display when SSIS is processing your request; it does **not** mean the program has stopped working. If you do not receive an error message or experience SSIS shutting down, allow SSIS to complete its task before closing out of the application.

If users with workstations that meet the 2012 recommendations experience these issues, we would appreciate mentors calling the Help Line staff. Explaining the specific steps taken by the worker will assist us in troubleshooting the problem.

Upload Update

The next upload is due on Friday, September 28. This Repository provides information for the quarterly Child Welfare Data Dashboard update.

Nominate region reps to the Worker Advisory Committee

SSIS is still seeking recommendations from county and tribal directors for participants in a new SSIS Worker Advisory Committee (WAC). These participants will represent their regions in quarterly meetings with SSIS Worker design staff. We will review long-standing, current, and future SSIS project needs and improvements, and prioritize local agency needs and SSIS resources.

Directors may recommend social service supervisors, experienced social workers and experienced case aides. The goal is to have a cross-section of representatives from multiple agencies. Staff may be experienced in child welfare or adult protection.

The WAC will meet at least quarterly, in person at DHS or via VPC. Directors, please send Advisory Committee participant recommendations to SSIS Worker Mentor Coordinator Lisa Litchfield at 651-431-4795 or lisa.litchfield@state.mn.us. SSIS plans to designate regional and tribal members and schedule the first WAC shortly.

TrainLink upgrades search feature

The Children's Services Learning Management System (better known as TrainLink) will upgrade on September 15-16.

Users will be able to search all learning activities, both *scheduled* (e.g., classroom, webinar) or *on-demand* (e.g., online courses, quizzes, resources). Furthermore, searches will seek words in a much broader variety of course fields. The upgraded scope includes course descriptions, objectives, topic areas, locations, and other fields that were not included previously.

On Learning Centers, the site functions labeled Course Search/Online Learning will be replaced with the new *Search for Learning Activities* functions. Other changes include the ability to save and re-run previous searches, and to mark learning activities as favorites for easy access.

Remember email changes!

<i>Former:</i>	<i>MUST now be:</i>
ssishelp@state.mn.us	dhs.ssishelp@state.mn.us
ssisdata@state.mn.us	dhs.ssisdata@state.mn.us