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Help Desk 651.431.4801
dhs.ssishelp@state.mn.us

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BUG BUSTER

Q2 2014 TCM CSR and SEAGR Report Submission Issues

The Bug: When TCM CSR and SEAGR reports get submitted, the system cannot display the message that the report was successfully transmitted. *The system locks up when submitting these two reports and the user cannot continue to work.*

The Workaround: Submit your SEAGR and TCM CSR Report for Quarter 2, 2014 over the lunch hour, at the end of the day, or at another time when you expect to be away from your computer and won't be using it for a significant length of time.

What to do, if your system locks up...

If the application is still not responding end the session (Control>Alt>Delete).

When you log back into SSIS, check the report Status.

- **If the Status is "Submitted"**, your report submitted successfully and no other action is required.
- **If the Status is still "Finalized"**, contact the SSIS Help desk at DHS.SSIShelp@state.mn.us.



Please Note: The submit process has been fixed for SSIS v14.3

SSIS is Hiring! Two Quality Assurance Analyst Positions Open

SSIS has two Quality Assurance Analyst positions posted until July 7.

The main purpose of these positions is to test MnCHOICES, a single, comprehensive assessment and support planning application for long-term services and supports.

Both position descriptions, including salary range and application details, are posted on the Minnesota State Jobs site at the links below:

https://statejobs.doer.state.mn.us/JobPosting/View?_posting=14MNIT000185

https://statejobs.doer.state.mn.us/JobPosting/View?_posting=14MNIT000186

For more information,
contact Dan Judd at (651) 431-4744 or Daniel.Judd@state.mn.us.

Alleged Victim, Alleged Offender and Allegations Required to View Screened-Out Reports

An authorized worker can see screened-out reports of child maltreatment received by another agency on the State Detail, CP Reports tab, only when the receiving agency enters an identified victim with at least one allegation.

While allegations are not currently required in SSIS for screened-out reports, this will change in the future.

The 2014 Minnesota Legislature amended M.S. 626.556, Subd. 11c to require entry of, “...sufficient information to identify repeat reports alleging maltreatment of the same child or children....” DHS will publish a bulletin with more detailed information of the specific requirements later this summer or early fall. However, it is clear that screened-out reports of child maltreatment now require, per Minnesota law, entry of specific personal identifiable information for all alleged victims, alleged offenders, and the allegations.

Facility Information Required in Facility Investigations

In order to complete a facility investigation, a facility must be identified. Without this connection, workers are unable to complete their maltreatment determination and close their Child Protection Facility workgroups. The worker must enter provider/facility information, as well as the facility type.

The Facility Information node does not display automatically under the Child Maltreatment Report – Fac node. Workers must access this through the Action menu. However, workers do receive a Data Clean-up message to ensure its entry: “*Facility information is required for a facility report.*”

If the Facility information is unknown at intake, the Assessment worker can enter it in the Assessment workgroup.

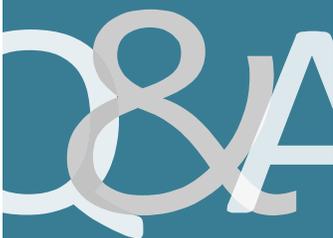
Remember that Personal Care Assistants are considered Providers and reports involving them are initiated and investigated as a Child Maltreatment Facility.

From the Child Maltreatment Report – Fac node in the Tree View:



- Right-click and select **New Facility Information**
- Click on the new **Facility Information** tab located adjacent to the **Child Maltreatment Report** tab.
- Click the **Business Organization Search** button and select the **Provider** or **Facility**. If the Provider/Facility is not located, contact your Worker Mentor to assist with entering a new Business Organization in your agency.
- Enter the **Facility Type**.
- Enter the **Facility/Provider License #** if available. **Hint:** Use LNDX from the Searches/Logs menu if the DHS License # is not available on the Business Organization.
- Click **Save**

SSIS



Q: Can you clear a client to your County database and to SWNDX if they do not have a Social Security Number entered in your County Database? A: Yes, this is true even if the client is located on SWNDX without an SSN.

Q: For Courtesy Supervision cases, which Agency claims CW-TCM? A: The Financially responsible agency and the service provider agency negotiate this as part of the case management process.

Q: Do you need to send a client name to the SSIS Help Desk when requesting assistance? A: No. The Workgroup #, SSIS Person # and/or SWNDX number (based on the circumstances) is enough.

Q: Do Adult Protection Case management workgroups display on the AP Reports tab in SWNDX? A: Yes

Q: Do Intakes display on the CP Reports tab in SWNDX? A: Yes

Q: Can you view both Family Assessment and Family Investigation Report Tracks on the CP Reports tab? A: Yes

Mentor Changes?

Please send mentor information changes (contact info, status, etc.) to:

[Mary Klinghagen](#)
Fiscal Mentor Coordinator
[Lisa Litchfield](#)
Worker Mentor Coordinator

If you have a new mentor, be sure to include their phone, email, and status as a Primary or Alternate mentor.



Upcoming Meetings & Training Events

SSIS Basics Classes (Formerly SSIS New Worker Training)

SSIS Basics—Intake
July 8, August 5, September 16

SSIS Basics—Case & Workgroup
July 9, August 6, September 17

SSIS Basics—Child Services
July 10, August 7, September 17

Class Locations for SSIS Basics

July—Willmar
August—St. Paul
September—Duluth

For more information, see [Implementation Memo #148](#)

2014 SSIS Worker Mentor Meetings

Thursday, August 14th
Tuesday, November 18th

SSIS Fiscal New Worker 2-Day Training [FNWT]

This course is designed for new Fiscal workers and can also be used as a refresher course for current staff working with fiscal tasks such as Service Arrangements, Payments & Healthcare Claims. Participants work directly in SSIS during the two-day class.

Class Dates & Locations for FNWT

July 23-24* Willmar
August 13-14* Metro (St. Paul)

ALERT: Both FNWT classes are at risk of being canceled due to a low enrollment of fewer than seven people. *Registration closes on TrainLink one week prior to the class date.

For more information, see [Implementation Memo #151](#)

Register for Meetings and Classes Online at [TrainLink](#) !

Volunteer to be a V14.3 Pilot Agency!

SSIS is actively seeking county and tribal agencies to spend one month piloting the SSIS v14.3 release. Since this version will contain MAPCY Extraordinary Levels, we are looking for at least one of the MAPCY 2014 Field Test Agencies to also participate in the SSIS pilot.

Pilot begins on July 31 and ends right after Labor Day. Pilot agencies receive new and updated application functionality; they provide SSIS with active and timely feedback as to what works, what can be improved, and what needs to be fixed prior to statewide release. Pilot agencies receive weekly teleconference calls with SSIS staff (including testers, Help Desk staff, trainers, business analysts and software developers), early SSIS pilot training, and priority assistance with all Help Desk-related issues during the pilot. SSIS staff also plan to visit each pilot agency during the pilot.

Items included in the 14.3 release:

- ▶ MAPCY EXTRAORDINARY LEVELS
- ▶ 64-BIT CAPABILITY (which increases the amount of available memory) NOTE: THIS IS ONLY AVAILABLE FOR WORKSTATIONS THAT ARE WINDOWS 7, 64 BIT
- ▶ TRAUMA PRE-SCREENING REPORT THAT WILL BE GENERATED WHEN ALL RISK ASSESSMENT AND SAFETY ASSESSMENT TOOLS FOR A WORKGROUP CONTAINING A CHILD MALTREATMENT REPORT ARE FINALIZED
- ▶ ABILITY TO UN-FINALIZE CLAIMS (PREVIOUSLY THIS REQUIRED A DATA FIX)
- ▶ FISCAL AND WORKER BUG FIXES

If your agency is willing to volunteer or would like additional information, please contact Gina Meyer at 651.431.4790 or gina.s.meyer@state.mn.us.