



MnCHOICES Office Hours Conference Calls

Updated 6/13/2016

About:

- DHS is hosting a monthly “office hours” conference call with lead agencies that have launched MnCHOICES.
- The purpose is to provide an opportunity to stay connected with and support lead agencies as they continue to implement and manage MnCHOICES.
- Lead agencies will have an opportunity to ask questions of DHS staff, as well as provide feedback on MnCHOICES implementation.
- Office hours calls are **not** designed to provide individual technical assistance or troubleshooting. Lead agencies should continue to send questions and issues to the SSIS Help Desk for a timely response. See contact information below.

Participation:

- Any lead agency that has launched MnCHOICES may participate.
- Suggested participants are MnCHOICES Mentors and Administrative Contacts. Other lead agency staff may attend but should work through their mentors to ask questions on the conference call.
- DHS recommends each lead agency call in as a group.
- Participation is optional, but strongly encouraged.

Conference call Dates

- Conference Calls take place on the first Friday of the month, **with the exception of 4th of July and Labor Day Fridays**, from **9:30 a.m. to 11:00 a.m.**
- Agency mentor and administrative contacts receive emails about this conference call that includes call-in instruction.
- **Upcoming call dates include:**

July 8, 2016

August 5, 2016

September 9, 2016

October 7, 2016

November 4, 2016

December 2, 2016

January 6, 2017

February 3, 2017

March 3, 2017

April 7, 2017

May 5, 2017

June 2, 2017

Expected outcomes:

- Maintain a strong working partnership.
- Support launched lead agencies with information and resources necessary to successfully use MnCHOICES.
- Provide opportunities for lead agencies to share successes and give feedback about patterns, trends and emerging issues.

Additional resources

- MnCHOICES CountyLink = <http://www.dhs.state.mn.us/mnchoices>
- SSIS Help Desk (MnCHOICES Mentors only)
 - o Phone: (651) 431-4801
 - o MnCHOICES [Help Desk Contact Form, DHS-6979](#)
- Policy-related questions may also be submitted to [PolicyQuest](#).



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